Cisco Unified IP Phone 7941G, 7941G-GE, 7942, 7961G, 7961G-GE, and 7962 User Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)

First Published: June 19, 2012

Last Modified: February 03, 2014

Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
http://www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The following information is for FCC compliance of Class A devices: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case users will be required to correct the interference at their own expense.

The following information is for FCC compliance of Class B devices: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If the equipment causes interference to radio or television reception, which can be determined by turning the equipment off and on, users are encouraged to try to correct the interference by using one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Modifications to this product not authorized by Cisco could void the FCC approval and negate your authority to operate the product

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: http://www.cisco.com/go/trademarks. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

© 2014 Cisco Systems, Inc. All rights reserved.

CONTENTS

Preface

Preface xiii

- Introduction xiii
- Additional Information xiv
- Cisco Unified IP Phone 7900 Series eLearning Tutorials xiv
- Safety and Performance Information xv
  - Power Outage xv
  - External Devices xv
- Cisco Product Security Overview xv
- Accessibility Features xvi

CHAPTER 1

Phone Features 1

- Phone Overview 1
- Buttons and Hardware 1
  - Cisco Unified IP Phone 7962G 2
  - Cisco Unified IP Phone 7961G and 7961G-GE 2
  - Cisco Unified IP Phone 7942G 3
  - Cisco Unified IP Phone 7941G and 7941G-GE 3
  - Buttons and Hardware Identification 3
- Line and Call Definitions 5
  - Line and Call Icons 6
- Phone Screen Features 7
  - Phone Screen Cleaning 8
- Feature Buttons and Menus 8
  - Phone Help System 9
- Feature Availability 9
- SIP and SCCP Signaling Protocols 10
- Energy Savings 11

CHAPTER 2 **Phone Installation** 13

Phone Installation Overview 13

Cisco Unified IP Phone Cable Installation 13

Hookswitch Clip Removal (Required) 14

Adjust Handset Rest 15

Footstand Adjustment 15

Phone Cable Lock 16

TAPS Registration 16

Wired and Wireless Headsets 16

Headset Support 17

Audio Quality 17

Wireless Headset Selection (Cisco Unified IP Phone 7962G or 7942G) 17

CHAPTER 3 **Calling Features** 19

Calling Features Overview 19

Basic Call Options 19

Place Call 20

Place Call Using Speakerphone 20

Place Call Using Headset 20

Redial Number 21

Place Call When Another Call Is Active (Using Same Line) 21

Dial from Call Log 21

Additional Call Options 22

Place Call While Another Call is Active (Using Different Line) 22

Dial from Corporate Directory on Personal Computer Using Cisco WebDialer 22

Notify When Busy or Ringing Extension Available (CallBack) 23

Make Priority (Precedence) Call 23

Place Call Using Billing or Tracking Code 23

Make Call from Mobile Phone Using Mobile Voice Access 24

Place Call Using PAB 24

Make Speed Dial Call 24

Dial from Corporate Directory on Phone 25

Dial Personal Address Book (PAB) Entry 25

Make Fast Dial Call 25

Call Answer 25
Call Disconnect 27
Hold and Resume 27
Put Call on Hold 28
Remove Call from Hold on Current Line 28
Remove Call from Hold on Different Line 28
Mute 29
Mute or Unmute Call 29
Multiple Calls 29
View Calls on Another Line 29
Switch to Call Overview Mode 30
Switch Between Connected Calls on One Line 30
Switch Between Connected Calls on Different Lines 30
Switch from Connected Call to Answer Ringing Call 30
In-Progress Call Movement 31
Switch In-Progress Call on Desk Phone to Mobile Phone 31
Switch In-Progress Call from Mobile Phone to Desk Phone 31
Switch In-Progress Call from Mobile Phone to Desk Phone Sharing Same Line (Session Handoff) 32
Call Transfer 32
Transfer Call Without Talking to Transfer Recipient 32
Talk to Transfer Recipient Before Transferring Call (Consult Transfer) 33
Call Transfer To Voice Message System 33
Send Active, Ringing, or On-Hold Call to Voice Message System 33
Call Forward 34
Set Up or Cancel Call Forwarding 34
Set Up and Cancel Call Forward All from Phone 35
Do Not Disturb 35
Turn DND On and Off 35
Set Up DND Settings 36
Conference Calls 36
Ad Hoc Conference 36
Create Conference by Calling Participants 37
Add New Participants to Conference 37
Join Conference 37

Join Together Existing Calls on Single Phone Line 38
Join Together Existing Calls on Multiple Phone Lines 38
Barge Conference 38
Create Conference by Barging Call on Shared Line 38
Meet Me Conference 39
Start Meet Me Conference 39
Join Meet Me Conference 39
Conference Participants List 39
Control Conference Using Participants List 40
Verify Conference Call Security 40
Intercom Calls 40
Place Intercom Call to Preconfigured Intercom Number 41
Place Intercom Call to Any Intercom Number 41
Receive Intercom Call 41
Advanced Call Handling 42
Speed Dial 42
Make Call Using Speed-Dial Buttons 42
Make Call Using On-Hook Abbreviated Dial 43
Make Call Using Fast Dial 43
Call Pickup 43
Answer Call Ringing on Another Extension Within Call Pickup Group 43
Answer Call Ringing on Another Extension Outside Call Pickup Group 44
Answer Call Ringing on Another Extension in Group or in Associated Group 44
Answer Call Ringing on Particular Extension (Line Number) 44
Call Park 45
Store and Retrieve Active Call Using Call Park 45
Direct and Store Active Call at Directed Call Park Number 46
Direct, Store, and Retrieve Active Call at Assisted Directed Call Park Number 46
Retrieve Parked Call from Directed Call Park Number 46
Hunt Groups 46
Log In and Out of Hunt Groups 47
Shared Lines 47
Remote-In-Use Icon 47
Call Information and Barge 47
Privacy 47

Barge, cBarge, and Shared-line Calls 48
Single-Button and Multitouch Barge 48
Barge Features 48
Privacy and Shared Lines 49
Prevent and Allow Others to View or Barge Calls on Shared Line 49
Busy Lamp Field Features 49
Use BLF Pickup to Answer Ringing Call 50
Secure Calls 51
VPN Client 52
Suspicious Call Trace 53
Notify System Administrator About Suspicious or Harassing Call 53
Priority Calls 53
Cisco Extension Mobility 54
Log In to EM 55
Log Out of EM 55
Change Your PIN Using Change Credentials Service 56
Change Your PIN Using ChangePIN Softkey 56
Business Calls Using Single Phone Number 56
Mobile Connect and Mobile Voice Access 57
Put Call Picked Up on Mobile Phone on Hold 58
Connect to Mobile Voice Access 58
Turn On Mobile Connect from Mobile Phone 58
Turn Off Mobile Connect from Mobile Phone 59
Turn On or Off Mobile Connect Access to All Remote Destinations from Desk Phone 59

CHAPTER 4 **Handset, Headset, and Speakerphone 61**
Headset, Handset, and Speaker Overview 61
Handset 61
Headset 62
Control Wired Headset Sidetone 62
Wireless Headset 63
Wideband Headset 63
Speakerphone 63
AutoAnswer with Headset or Speakerphone 63

CHAPTER 5 **Phone Customization** 65

Ring and Message Indicator Customization 65

Change Ringtone Per Line 65

Adjust Phone Ringer Volume Level 66

Change Ring Pattern (Flash-Only, Ring Once, Beep-Only) 66

Change Audible Voice-Message Indicator 66

Change How Voice Message Light on Handset Works 66

Phone Screen Customization 67

Change Phone Screen Contrast 67

Change Background Image 67

Change Phone Screen Language 68

Change Line Text Label 68

CHAPTER 6 **Call Logs and Directories** 69

Call Logs and Directories Overview 69

Call Logs 69

View Call Logs 70

Display Single Call Record Details 70

Erase All Call Records in All Logs 70

Erase All Call Records in Single Log 71

Erase Single Call Record 71

Dial from Call Log (While Not on Another Call) 72

Dial from Call Log (While Connected to Another Call) 72

Place Call from URL Entry in Call Log 73

Redial International Call from Missed and Received Call Logs 73

Directory Features 74

Corporate Directory 74

Dial from Corporate Directory (While Not on Another Call) 74

Dial from Corporate Directory (While on Another Call) 75

Personal Directory 75

Access Personal Directory (for PAB and Fast Dial Codes) 76

Search for PAB Entry 76

Dial from PAB Entry 76

Delete PAB Entry 77

Edit PAB Entry 77
Add New PAB Entry 77
Assign Fast Dial Code to PAB Entry 78
Search for Fast Dial Codes 78
Place Call Using Fast Dial Code 78
Delete Fast Dial Code 79
Log Out of Personal Directory 79

CHAPTER 7 Voice Messages 81
Voice Messages Overview 81
Voice Message Identification 81
Set Up and Personalize Voice-Message Service 82
Listen to Voice Messages or Access Voice Messages Menu 82

CHAPTER 8 User Options Web Pages 83
User Options Web Pages Overview 83
User Options Web Page Actions 83
Sign In and Out of User Options Web Pages 83
Select Device from User Options Web Page 84
Select Configuration Option after Logging In 84
Feature and Service Setup on Web 84
Personal Directory on Web 85
Add New Personal Address Book Entry 85
Assign Button for Personal Address Book 85
Edit Personal Address Book Entry 86
Delete Personal Address Book Entry 86
Fast Dials on Web 86
Assign Fast-Dial Code to Personal Directory Entry 87
Assign Fast Dial Code to Phone Number 87
Assign Line Button for Fast Dial 87
Search for Fast Dial Entry 88
Edit Fast-Dial Phone Number 88
Delete Fast Dial Personal Address Book Entry 88
Address Book Synchronization Tool 89
Speed Dial Setup on Web 89

Set Up Speed-Dial Codes 89
Set Up Abbreviated Dialing Codes 90
Phone Service Setup on Web 90
Subscribe to Service 91
Search for Services 91
Change or End Services 91
Change Service Name 92
Add Service to Programmable Feature Button 92
User Settings on Web 92
Change Browser Password 93
Change PIN 93
Change User Options Web Page Language Setting 93
Change Phone Display Language 94
Line Settings on Web 94
Set Up Call Forward Per Line 94
Change Voice Message Indicator Setting Per Line 95
Change Audible Voice Message Indicator Setting Per Line 95
Edit Line Text Label for Phone Display 96
Phone and Access List setup for Mobile Connect 96
Create Access List 96
Set Up, View, or Change WebDialer Preferences 97
Add New Remote Destination 97
Cisco WebDialer 98
Use WebDialer with User Options Directory 98
Use WebDialer with Another Online Corporate Directory (Not User Options Directory) 99
Log Out of WebDialer 99
Set Up, View, or Change WebDialer Preferences 99

CHAPTER 9 Additional Options 101

CHAPTER 10 Troubleshooting 103
Problems 103
No Dial Tone or Cannot Complete Call 103
Missing Softkey 104

Cannot Barge Call and Hear Fast Busy 104
Call Disconnects After Barge 104
Cannot Access Settings Menu 105
Cannot Use CallBack 105
Call Forward All Error Message 105
Security Error Message 106
Unresponsive Phone 106
Phone Screen Is Too Light or Too Dark (Cisco Unified IP Phones 7961G, 7961G-GE, 7941G, and 7941G-GE) 106
Phone Screen Is Too Light or Too Dark (Cisco Unified IP Phones 7962G and 7942G) 107
Phone Troubleshooting Data 107
Quality Reporting Tool 108

APPENDIX A **Warranty** 109
Cisco One-Year Limited Hardware Warranty Terms 109

Preface

- Introduction, page xiii
- Additional Information, page xiv
- Cisco Unified IP Phone 7900 Series eLearning Tutorials, page xiv
- Safety and Performance Information, page xv
- Cisco Product Security Overview, page xv
- Accessibility Features, page xvi

Introduction

This guide provides an overview of the features available on your phone. You can read it completely to understand your phone capabilities, or see the following table for pointers to commonly used sections.

If you want to...	Then...
Explore your phone on your own	Press on the phone when you need assistance.
Review safety information	See Safety and Performance Information, on page xv
Connect your phone	See Phone Installation, on page 13.
Use your phone after it is installed	Start with Phone Features, on page 1.
Learn what the button lights mean	See Buttons and Hardware, on page 1.
Learn about the phone screen	See Line and Call Definitions, on page 5.
Make calls	See Basic Call Options, on page 19.
Put calls on hold	See Hold and Resume, on page 27.
Mute calls	See Mute, on page 29

If you want to...	Then...
Transfer calls	See Call Transfer, on page 32.
Make conference calls	See Conference Calls, on page 36.
Set up speed dialing	See Speed Dial, on page 42.
Share a phone number	See Shared Lines, on page 47.
Use your phone as a speakerphone	See Handset, Headset, and Speakerphone, on page 61.
Change the ring volume or tone	See Phone Customization, on page 65.
View your missed calls	See Call Logs and Directories, on page 69.
Listen to your voice messages	See Voice Messages, on page 81.
See softkey and icon definitions	See the Quick Reference Card in the front of this guide.

Additional Information

You can access the most current Cisco documentation at this URL:

http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html

You can access the Cisco website at this URL:

http://www.cisco.com/

You can access the most current licensing information at this URL:

http://www.cisco.com/en/US/docs/voice_ip_comm/cuipph/all_models/openssl_license/7900_ssllic.html

Cisco Unified IP Phone 7900 Series eLearning Tutorials

(SCCP phones only.)

The Cisco Unified IP Phone 7900 Series eLearning tutorials use audio and animation to demonstrate basic calling features. You can access eLearning tutorials online (for several phone models) from your personal computer. Look for the eLearning tutorial (English only) for your phone model in the documentation list at this URL:

http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html

Note Although an eLearning tutorial may not be available for your specific Cisco Unified IP Phone, see the Cisco Unified IP Phone 7900 Series eLearning tutorials for an overview of the common Cisco Unified IP Phone features and functionality.

Safety and Performance Information

The following sections provide information about the impact of power outages and external devices on your Cisco Unified IP Phone.

Power Outage

Your access to emergency service through the phone depends on the phone being powered. If there is a power interruption, Service and Emergency Calling Service dialing will not function until power is restored. In case of a power failure or disruption, you may need to reset or reconfigure the equipment before using the Service or Emergency Calling Service dialing.

External Devices

Cisco recommends using good quality external devices such as headsets, cables, and connectors that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals.

Note Not all Cisco IP Telephony products support external devices, cords or cables. For more information, consult the documentation for your phone.

Depending on the quality of these devices and their proximity to other devices such as mobile phones or two-way radios, some audio noise may still occur. In these cases, Cisco recommends that you take one or more of these actions:

- Move the external device away from the source of the RF or AF signals.
- Route the external device cables away from the source of the RF or AF signals.
- Use shielded cables for the external device, or use cables with a better shield and connector.
- Shorten the length of the external device cable.
- Apply ferrites or other such devices on the cables for the external device.

Cisco cannot guarantee the performance of external devices, cables, and connectors.

Caution In European Union countries, use only external speakers, microphones, and headsets that are fully compliant with the EMC Directive [89/336/EC].

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer, and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute, or use encryption. Importers, exporters, distributors, and users are responsible

for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations may be found at http://www.bis.doc.gov/index.php/regulations/export-administration-regulations-ear.

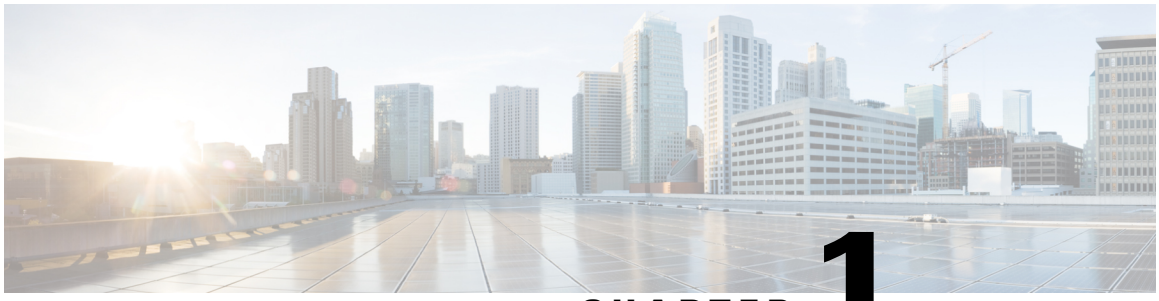
Accessibility Features

The Cisco Unified IP Phone 7900 Series provides accessibility features for the vision impaired, the blind, and the hearing and mobility impaired.

For detailed information about the features on these phones, see Accessibility Features for the Cisco Unified IP Phone 7900 Series.

You can also find more information about accessibility at this Cisco website:

http://www.cisco.com/web/about/responsibility/accessibility/index.html



CHAPTER 1

Phone Features

- Phone Overview, page 1
- Buttons and Hardware, page 1
- Line and Call Definitions, page 5
- Phone Screen Features, page 7
- Feature Buttons and Menus, page 8
- Feature Availability, page 9
- SIP and SCCP Signaling Protocols, page 10
- Energy Savings, page 11

Phone Overview

Cisco Unified IP Phones are full-feature telephones that provide voice communication over the data network that your computer uses, which allows you to place and receive phone calls, put calls on hold, transfer calls, make conference calls, and so on.

In addition to basic call-handling features, your phone can provide enhanced productivity features that extend your call-handling capabilities. Depending on the configuration, your phone supports:

- Access to network data, XML applications, and web-based services.
- Online customizing of call features and services from your Cisco Unified Communications Manager User Options web pages.
- A comprehensive online help system that displays information on the phone screen.

Buttons and Hardware

This section describes the phone buttons and hardware.

Cisco Unified IP Phone 7962G

The following figure identifies the important parts of the phone. See Buttons and Hardware Identification, on page 3 for the description of the numbered items.

Cisco Unified IP Phone 7961G and 7961G-GE

The following figure identifies the important parts of the phone. See Buttons and Hardware Identification, on page 3 for the description of the numbered items.

Cisco Unified IP Phone 7942G

The following figure identifies the important parts of the phone. See Buttons and Hardware Identification, on page 3 for the description of the numbered items.

Cisco Unified IP Phone 7941G and 7941G-GE

The following figure identifies the important parts of the phone. See Buttons and Hardware Identification, on page 3 for the description of the numbered items.

Buttons and Hardware Identification

The following table describes the buttons and hardware on the phones.

	Item	Description
1	Programmable buttons	Depending on configuration, programmable buttons provide access to: • Phone lines (line buttons) and intercom lines • Speed-dial numbers (speed-dial buttons, including the BLF speed-dial feature) • Web-based services (such as a Personal Address Book button) • Call features (such as a Privacy, Hold, or Transfer button) Buttons illuminate to indicate status: Green, steady—Active call or two-way intercom call Green, flashing—Held call Amber, steady—Privacy in use, one-way intercom call, DND active, or logged into Hunt Group Amber, flashing—Incoming call or reverting call Red, steady—Remote line in use (shared line, BLF status or active Mobile Connect call)
2	Phone screen	Shows call features.
3	Footstand button	Enables you to adjust the angle of the phone base.
4	Messages button 	Auto-dials your voice message service (varies by service).
5	Directories button 	Opens/closes the Directories menu. Use the button to access call logs and directories.
6	Help button 	Activates the Help menu.
7	Settings button 	Opens and closes the Settings menu. Use the button to change phone screen contrast and ring settings.

	Item	Description
8	Services button	Opens and closes the Services menu.
9	Volume button	Controls the handset, headset, and speakerphone volume (off-hook) and the ringer volume (on-hook).
10	Speaker button	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.
11	Mute button	Toggles the microphone on or off. When the microphone is muted, the button is lit.
12	Headset button	Toggles the headset on or off. When the headset is on, the button is lit.
13	Navigation button	Enables you to scroll through menus and highlight items. When the phone is on-hook, displays phone numbers from your Placed Calls log.
14	Keypad	Enables you to dial phone numbers, enter letters, and choose menu items.
15	Softkey buttons	Each button activates a softkey option (displayed on your phone screen).
16	Handset light strip	Indicates an incoming call or new voice message.

Line and Call Definitions

The terms *lines* and *calls* can be easily confused.

- Lines: Each line corresponds to a directory number or intercom number that others can use to call you. Your phone can support up to six lines, depending on your phone and configuration. To see how many lines you have, look at the right side of your phone screen. You have as many lines as you have directory numbers and phone line icons: .
- Calls: Each line can support multiple calls. By default, your phone supports four connected calls per line, but your system administrator can adjust this number according to your needs. Only one call can be active at any time; other calls are automatically placed on hold.

Line and Call Icons

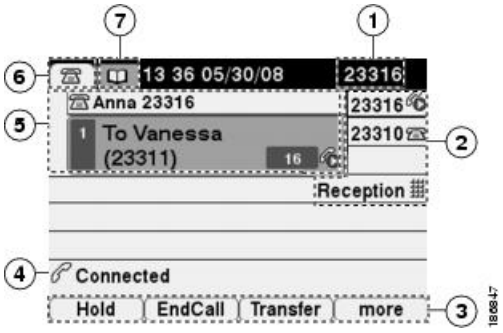
Your phone displays icons to help you determine the call and line state.

Icon	Line or Call State	Description
	On-hook line	No call activity on this line.
	Off-hook line	You are dialing a number or an outgoing call is ringing.
	Connected call	You are connected to the other party.
	Ringing call	A call is ringing on one of your lines.
	Call on hold	You have put the call on hold. See Hold and Resume, on page 27.
	Remote-in-use	Another phone that shares your line has a connected call. See Shared Lines, on page 47, for details.
	Reverting call	A holding call is reverting to your phone. See Hold and Resume, on page 27.
	Authenticated call	See Secure Calls, on page 51.
	Encrypted call	See Secure Calls, on page 51.
	BLF-monitored line is idle	See Busy Lamp Field Features, on page 49.
	BLF-monitored line is in-use	See Busy Lamp Field Features, on page 49.
	BLF-monitored line is ringing (BLF Pickup)	See Busy Lamp Field Features, on page 49.
	Line in Do Not Disturb (BLF feature)	See Busy Lamp Field Features, on page 49.

Icon	Line or Call State	Description
	Idle Intercom line	The intercom line is not in use. See Intercom Calls, on page 40
	One-way intercom call	**Note** The intercom line is sending or receiving one-way audio. See Intercom Calls, on page 40.
	Two-way intercom call	You press the intercom line to activate two-way audio with the intercom caller. See Intercom Calls, on page 40.

Phone Screen Features

The following figure shows how your main phone screen may look with an active call.



1	Primary phone line	Displays the phone number (directory number) for your primary phone line. When several feature tabs are open, the phone number and the time and date display alternately in this area.
2	Programmable buttons	Serve as phone line buttons, intercom line buttons, speed-dial buttons, phone service buttons or phone feature buttons. Icons and labels indicate how these buttons are configured.
3	Softkey labels	Displays a softkey function for the corresponding softkey button .
4	Status line	Displays audio mode icons, status information, and prompts.
5	Call activity area	Displays current calls per line, including caller ID, call duration, and call state for the highlighted line (standard view). See Line and Call Definitions, on page 5, and Multiple Calls, on page 29.
6	Phone tab	Indicates call activity.
7	Feature tabs	Indicate an open feature menu. See Feature Buttons and Menus, on page 8.

Note The Messages, Directories, and Services screens on your phone may appear in Normal mode or in Wide mode depending on how your phone has been set up. A phone window in Wide mode spans the entire width of the phone screen. However, neither you nor your administrator can adjust the phone screen viewing mode.

Phone Screen Cleaning

Use only a soft, dry cloth to clean phone screen. Do not use any liquids or powders on the phone, because they can contaminate phone components and cause failures.

When the phone is in power save mode, the touchscreen is blank and the Display button is not lit. When the phone is in this condition, you can clean the screen, as long as you know that the phone remains asleep until you finish cleaning. If the phone is likely to wake up during cleaning, wait until it is awake before following the preceding cleaning instructions.

Related Topics

Energy Savings, on page 11

Feature Buttons and Menus

Press a feature button to open or close a feature menu.

If you want to...	Then...
Open or close a feature menu	Press a feature button: Messages Services Directories Settings Help
Scroll through a list or menu	Press the **Navigation** button.
Go back one level in a feature menu	Press **Exit**. Pressing Exit from the top level of a menu, closes the menu.
Switch between open feature menus	Press a feature tab. Each feature menu has a corresponding tab. The tab is visible when the feature menu is open.

Phone Help System

Your phone provides a comprehensive online help system. Help topics appear on the phone screen.

If you want to...	Then...
View the main menu	Press on your phone and wait a few seconds for the menu to display. Main menu topics include: • About Your Cisco Unified IP Phone—Details about your phone • How do I...?—Procedures for common phone tasks • Calling Features—Descriptions and procedures for calling features • Help—Tips on using and accessing Help
Learn about a button or softkey	Press and then quickly press a button or softkey.
Learn about a menu item	Press , , or to display a feature menu. Highlight a menu item, then press twice quickly.
Get help using Help	Press twice quickly. Select the help topic you need.

Feature Availability

Depending on your phone system configuration, features included in this phone guide may not be available to you or may work differently on your phone. Contact your support desk or system administrator for information about feature operation or availability.

You can access many features either by using a softkey or by pressing a line button. You can configure some features but your system administrator controls most of them.

Here are some details about using softkeys and line buttons to access features:

Feature	Softkey	Line Button Label and Icon
Call Back	CallBack	**CallBack**
Call Forward	CFwdALL	**Forward All**
Call Park	Park	**Park**
Call PickUp	PickUp	**PickUp**
Conference	Confrn	**Conference**

Feature	Softkey	Line Button Label and Icon
Conference List	ConfList	**Conference List**
Do Not Disturb	DND	**Do Not Disturb** or Do Not Disturb
End Call	EndCall	**End Call**
Group Pickup	GPickUp	**Group PickUp**
Hold	Hold	**Hold**
Hunt Group	HLog	**Hunt Group** or **Hunt Group**
Malicious Call Identification	MCID	**Malicious Call ID**
Meet Me Conferencing	MeetMe	**MeetMe**
Mobility	Mobility	**Mobility**
New Call	New Call	**New Call**
Other PickUp	OPickUp	**Other PickUp**
Quality Reporting Tool	QRT	**Quality Reporting Tool**
Redial	Redial	**Redial**
Remove Last Conference Party	RmLstC	**Remove Last Participant**
Transfer	Transfer	**Transfer**
Video Support	VidMode	**Video**

SIP and SCCP Signaling Protocols

Your phone can be configured to work with one of two signaling protocols: SIP (Session Initiation Protocol) or SCCP (Skinny Call Control Protocol). Your system administrator determines this configuration.

Call features can vary depending on the protocol. This phone guide indicates which features are protocol-specific. To learn which protocol your phone is using, you can contact your system administrator or you can choose > **Model Information** > **Call Control Protocol** on your phone.

Energy Savings

Your phone supports the Cisco EnergyWise program. Your system administrator sets up sleep (power down) and wake (power up) times for your phone to save energy.

Ten minutes before the scheduled sleep time, if the audible alert is enabled by your system administrator, you hear your ringtone play. The ringtone plays according to the following schedule:

- At 10 minutes before power down, the ringtone plays four times
- At 7 minutes before power down, the ringtone plays four times
- At 4 minutes before power down, the ringtone plays four times
- At 30 seconds before power down, the ringtone plays 15 times or until the phone powers down

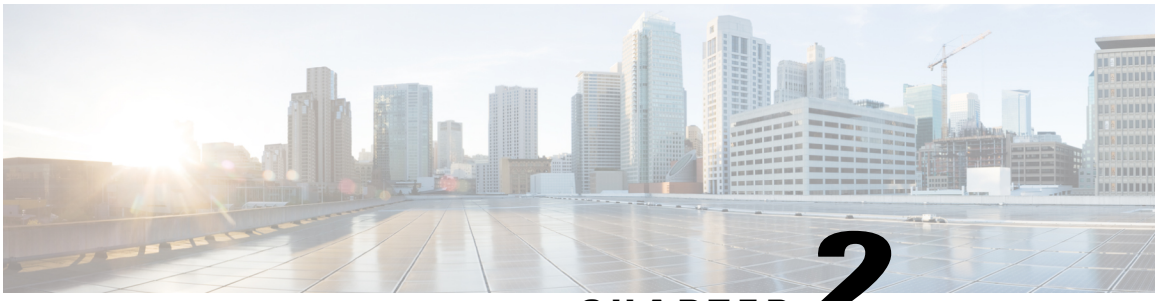
If your phone is inactive (idle) at the sleep time, you see a message to remind you that your phone is going to power down. To keep the phone active, press any key on the phone. If you do not press any key, your phone powers down.

If your phone is active (for example, on a call), your phone waits until it has been inactive for a period of time before informing you of the pending power shutdown. Before the shutdown happens, you see a message to remind you that your phone is going to power down.

At the scheduled time, your phone powers up. To wake up the phone before the scheduled time, contact your administrator.

Wake and sleep times are also linked to the configured days that you normally work. If your requirements change (for example, your work hours or work days change), see your system administrator to have your phone reconfigured.

For more information about EnergyWise and your phone, see your system administrator.



CHAPTER 2

Phone Installation

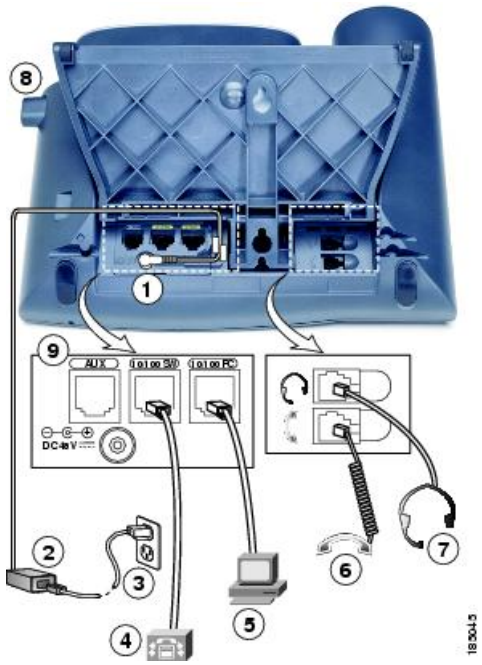
- Phone Installation Overview, page 13
- Cisco Unified IP Phone Cable Installation, page 13
- Wired and Wireless Headsets, page 16

Phone Installation Overview

Your system administrator will likely connect your new Cisco Unified IP Phone to the corporate IP telephony network. If that is not the case, see the following sections.

Cisco Unified IP Phone Cable Installation

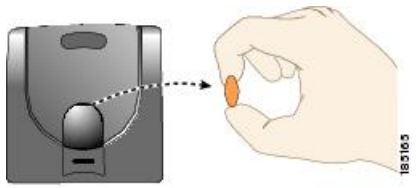
The following figure and table show how to connect your phone.



1	DC adaptor port	6	Handset port
2	AC-to-DC power supply	7	Headset port
3	AC power cord	8	Footstand button
4	Network port	9	Auxiliary port
5	Access port		

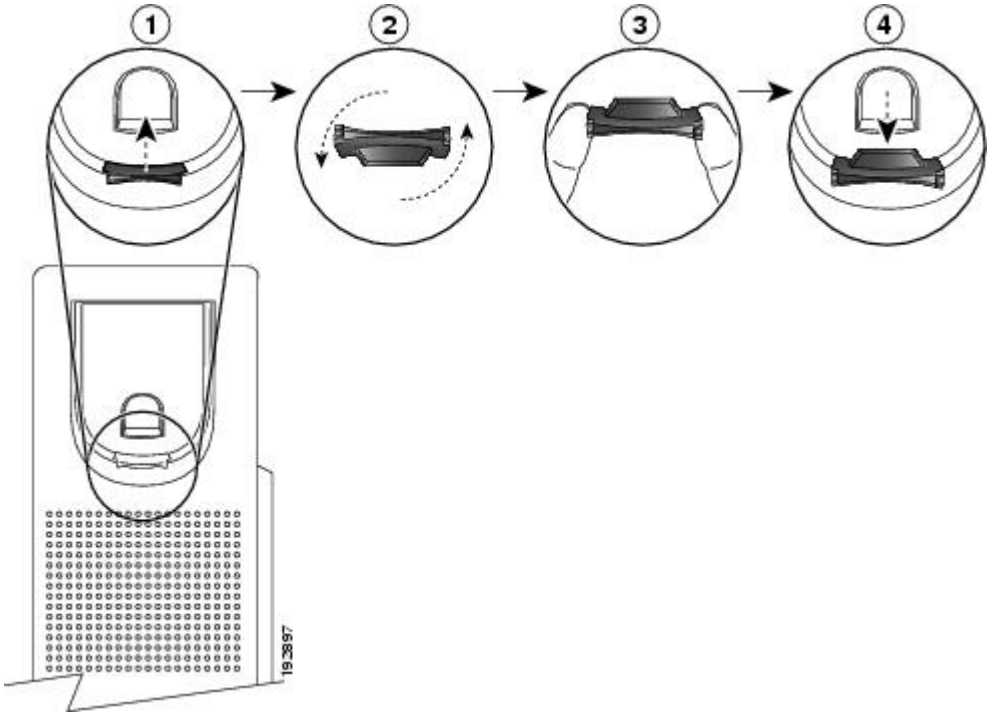
Hookswitch Clip Removal (Required)

Some phones ship with a clip to secure the hookswitch. Before you use your phone, remove the hookswitch clip (if present) from the cradle area. With the clip removed, the hookswitch lifts slightly when you pick up the handset.



Adjust Handset Rest

If your phone is wall-mounted, you may need to adjust the handset rest to ensure that the receiver does not slip out of the cradle.



Procedure

Step 1 Remove the handset from the cradle and pull the plastic tab from the handset rest.

Step 2 Rotate the tab 180 degrees.

Step 3 Hold the tab between two fingers, with the corner notches facing you.

Step 4 Line up the tab with the slot in the cradle and press the tab evenly into the slot. An extension protrudes from the top of the rotated tab.

Step 5 Return the handset to the handset rest.

Footstand Adjustment

The Cisco Unified IP Phone includes an adjustable footstand. When you place the phone on a desktop surface, you can adjust the tilt height to several different angles in 7.5 degree increments from flat to 60 degrees. You can also mount these phones to the wall by using the footstand or by using the optional locking wall mount kit.

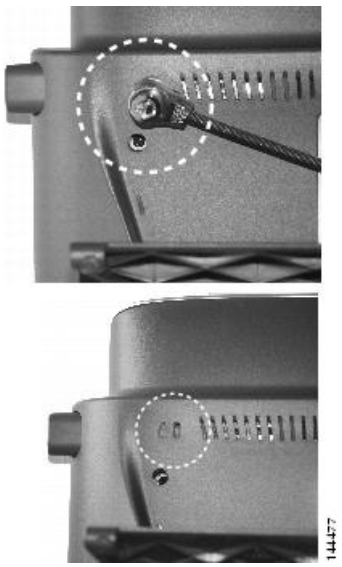
To adjust the footstand, push in the footstand adjustment button and adjust the tilt.

Phone Cable Lock

You can secure the Cisco Unified IP Phone to a desktop by using a laptop cable lock. The lock connects to the security slot on the back of the phone, and the cable can be secured to a desktop.

The security slot can accommodate a lock up to 20 mm. Compatible laptop cable locks include the Kensington® laptop cable lock and laptop cable locks from other manufacturers that can fit into the security slot on the back of the phone. See the following figure.

Figure 1: Connecting a Cable Lock to the Cisco Unified IP Phone



TAPS Registration

TAPS might be used either for a new phone or to replace an existing phone. To register with TAPS, pick up the handset, enter the TAPS extension provided by your system administrator, and follow the voice prompts. You might need to enter your entire extension, including the area code. After your phone displays a confirmation message, hang up. The phone restarts.

Wired and Wireless Headsets

You can use a wired headset with your Cisco Unified IP Phone. If you use a Cisco Unified IP Phone 7962G or 7942G, you can use a wireless headset in conjunction with the Wireless Headset Remote Hookswitch Control feature.

Headset Support

Although Cisco Systems performs limited internal testing of third-party headsets for use with the Cisco Unified IP Phones, Cisco does not certify or support products from headset (or handset) vendors.

Cisco recommends the use of good quality headsets that are screened against unwanted radio frequency (RF) and audio frequency (AF) signals. Depending on the quality of the headsets and their proximity to other devices such as mobile phones and two-way radios, some audio noise or echo may still occur. An audible hum or buzz may be heard by either the remote party or by both the remote party and the Cisco Unified IP Phone user. Humming or buzzing sounds can be caused by a range of outside sources: for example, electric lights, electric motors, or large PC monitors.

Note In some cases, hum may be reduced or eliminated by using a local power cube or power injector.

These environmental and hardware inconsistencies in the locations where Cisco Unified IP Phones are deployed means that there is not a single headset solution that is optimal for all environments.

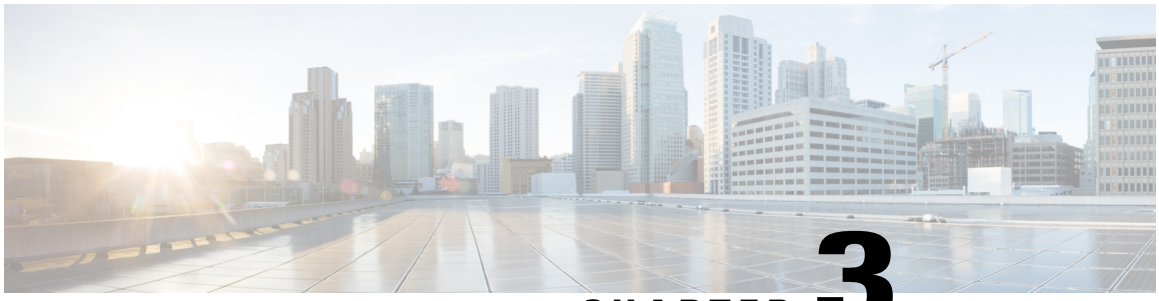
Cisco recommends that customers test headsets in their intended environment to determine performance before making a purchasing decision and deploying on a large scale.

Audio Quality

Beyond the physical, mechanical and technical performance, the audio portion of a headset must sound good to the user and to the party on the far end. Sound quality is subjective, and Cisco cannot guarantee the performance of any headsets. However, various headsets from leading headset manufacturers have been reported to perform well with Cisco Unified IP Phones. For details, contact the headset manufacturer.

Wireless Headset Selection (Cisco Unified IP Phone 7962G or 7942G)

To find information about wireless headsets that work in conjunction with the Wireless Headset Remote Hookswitch Control feature on your phone, see http://www.cisco.com/en/US/partner/prod/voicesw/ucphone_headsets.html.



CHAPTER 3

Calling Features

- Calling Features Overview, page 19
- Basic Call Options, page 19
- Additional Call Options, page 22
- Call Answer, page 25
- Call Disconnect, page 27
- Hold and Resume, page 27
- Mute, page 29
- Multiple Calls, page 29
- In-Progress Call Movement, page 31
- Call Transfer, page 32
- Call Transfer To Voice Message System, page 33
- Call Forward, page 34
- Do Not Disturb, page 35
- Conference Calls, page 36
- Intercom Calls, page 40
- Advanced Call Handling, page 42

Calling Features Overview

You can perform basic call-handling tasks using a range of features and services. Feature availability can vary. For more information, contact your system administrator.

Basic Call Options

The following procedures describe some easy ways to place a call on your Cisco Unified IP Phone.

Tips

- You can dial on-hook, without a dial tone (predial). To predial, enter a number, then go off-hook by lifting the handset or pressing **Dial**, , or .
- When you predial, your phone tries to anticipate the number you are dialing by displaying matching numbers (if available) from your Placed Calls log. This is called Auto Dial. To call a number displayed with Auto Dial, press the number, or scroll to it and go off-hook.
- If you make a mistake while dialing, press << to erase digits.
- If parties on a call hear a beep tone, the call may be monitored or recorded. Contact your system administrator for more information.
- You can start or stop a recording by pressing the Record softkey on your phone.
- Your phone may be set up for international call logging, which is indicated by a plus (+) symbol on the call logs, redial, or call directory entries. Contact your system administrator for more information.

Related Topics

Call Logs, on page 69
Handset, Headset, and Speakerphone, on page 61
Hold and Resume, on page 27

Place Call

Procedure

Pick up the handset and dial the number.

Place Call Using Speakerphone

Procedure

Step 1 Press

Step 2 Enter a number.

Place Call Using Headset

Procedure

Perform one of the following actions:

- Press and enter a number.
- If is lit, press **New Call** and enter a number.

Redial Number

Procedure

Perform one of the following actions:

- Press **Redial** to dial the last number.
- Press the **Navigation** button (with the phone idle) to see your Placed Calls.

Place Call When Another Call Is Active (Using Same Line)

Procedure

Step 1 Press **Hold**.
Step 2 Press **New Call**.
Step 3 Enter a number.

Dial from Call Log

Procedure

Step 1 Choose
Step 2 Select one of the following entries:

- **Missed Calls**
- **Received Calls**
- **Placed Calls**

Step 3 Select the listing or scroll to it and go off-hook.

Additional Call Options

You can place calls using special features and services that may be available on your phone. Contact your system administrator for more information about these additional options.

Tips

- Look for Busy Lamp Field indicators to see if a line associated with a speed-dial, call record, or directory listing is busy before placing a call to that line.
- To place a call using your Cisco Extension Mobility profile, log in to the Cisco Extension Mobility service on a phone.

Related Topics

Busy Lamp Field Features, on page 49
Hold and Resume, on page 27
Speed Dial, on page 42
Call Logs, on page 69
Personal Directory, on page 75
Fast Dials on Web, on page 86
Personal Directory on Web, on page 85

Place Call While Another Call is Active (Using Different Line)

Procedure

Step 1 Press for a new line. The first call is automatically placed on hold.

Step 2 Enter a number.

Dial from Corporate Directory on Personal Computer Using Cisco WebDialer

Procedure

Step 1 Open a web browser and go to a WebDialer-enabled corporate directory.

Step 2 Click the number that you want to dial.

Notify When Busy or Ringing Extension Available (CallBack)

Note When a call is being chaperoned, the call chaperone cannot use CallBack.

Procedure

Step 1 Press **CallBack** while listening to the busy tone or ring sound.
Step 2 Hang up. Your phone alerts you when the line is free.
Step 3 Place the call again.

Make Priority (Precedence) Call

Only SCCP phones support priority calling.

Procedure

Enter the Multilevel Precedence and Preemption (MLPP) access number, followed by a phone number.

Place Call Using Billing or Tracking Code

Only SCCP phones support billing or tracking codes.

Procedure

Step 1 Dial a number.
Step 2 After the tone, enter a Client Matter Code (CMC) or a Forced Authorization Code (FAC).

Make Call from Mobile Phone Using Mobile Voice Access

Procedure

Step 1 Obtain your Mobile Voice Access number and PIN from your system administrator.
Step 2 Dial your assigned Mobile Voice access number.
Step 3 Enter your mobile phone number (if requested) and PIN.
Step 4 Press **1** to make a call to an enterprise IP Phone.
Step 5 Dial a desktop phone number other than your desktop phone number.

Place Call Using PAB

Before using this option, your system administrator must configure this feature and assign a service URL to the line button. For more information, contact your system administrator.

Procedure

Step 1 Press the PAB line button.
Step 2 Access the contact and select the number.
The system dials the specified number.

Make Speed Dial Call

Procedure

Perform one of the following actions:

- Press (a Speed Dial button).
- Use the Abbreviated Dial feature.
- Use the Fast Dial feature.

Dial from Corporate Directory on Phone

Procedure

Step 1 Choose > **Corporate Directory** (name can vary).

Step 2 Enter a name and press **Search**.

Step 3 Highlight a listing and go off-hook.

Dial Personal Address Book (PAB) Entry

Procedure

Step 1 Choose > **Personal Directory** to log in.

Step 2 Choose **Personal Address Book** and search for a listing.

Step 3 Scroll to a contact or press the index number.
The system dials the specified contact.

Make Fast Dial Call

Before using this option, your system administrator must configure this feature and assign a service URL to the line button. Contact your system administrator for more information.

Procedure

Step 1 Press the **Fast Dial line** button.

Step 2 To find and select an entry, scroll to or press the index number.
The system dials the specified number.

Call Answer

You can answer a call by lifting the handset, or you can use other options if they are available on your phone.

If you want to...	Then...	For more information, see...
Answer with a headset	Press , if unlit. Or, if is lit, press **Answer** or (flashing). **Note** The ringing line is selected automatically. Contact your system administrator for the options to select the primary line each time. If you are using a wireless headset, refer to the wireless headset documentation.	Handset, Headset, and Speakerphone, on page 61
Answer with the speakerphone	Press , **Answer**, or (flashing). **Note** The ringing line is selected automatically. Contact your system administrator for the options to select the primary line each time.	Handset, Headset, and Speakerphone, on page 61
Switch from a connected call to answer a new call	Press **Answer**, or if the call is ringing on a different line, press (flashing).	Hold and Resume, on page 27
Answer using call waiting	Press **Answer**.	Hold and Resume, on page 27
Send a call to a voice message system	Press **iDivert**.	Call Transfer To Voice Message System, on page 33
Auto-connect calls	Use AutoAnswer.	AutoAnswer with Headset or Speakerphone, on page 63
Retrieve a parked call on another phone	Use Call Park, Directed Call Park, or Assisted Directed Call Park.	Call Park, on page 45
Use your phone to answer a call ringing elsewhere	Use Call Pickup.	Call Pickup, on page 43
Answer a priority call (SCCP phones only)	Hang up the current call and press **Answer**.	Priority Calls, on page 53
Answer a call on your mobile phone or other remote destination	Set up Mobile Connect and answer your phone. When you enable Mobile Connect, answer the call on your mobile phone, and have up to four IP Phones or Softphone configured as shared lines, the additional phones stop flashing.	See Business Calls Using Single Phone Number, on page 56 .

Tips

- If parties on a call hear a beep tone, the call may be monitored or recorded. Contact your system administrator for more information.
- If you work in a contact center or similar environment, you can create, update, and delete your own prerecorded greeting that plays automatically if Agent Greeting is configured for your phone. For more information, see your system administrator.
- A Call Chaperone user cannot answer an incoming call while calls are being chaperoned.

Call Disconnect

To end a call, hang up. Here are some more details.

If you want to...	Then...
Hang up while using the handset	Return the handset to its cradle. Or press **EndCall**.
Hang up while using the headset	Press . Or, to keep headset mode active, press **EndCall**. Cisco Unified IP Phones 7962G and 7942G support a wireless headset. If you are using a wireless headset, refer to the wireless headset documentation for instructions.
Hang up while using the speakerphone	Press or **EndCall**.
Hang up one call but preserve another call on the same line	Press **EndCall**. If necessary, remove the call from hold first.

Hold and Resume

You can hold and resume calls. When you put a call on hold, the Hold icon appears on the right in the call information area and the corresponding line button flashes green . With a shared line, when you place a call on hold, the line button flashes green and the phone displays the hold icon. When another phone places a call on hold, the line button flashes red and the phone displays the remote hold icon.

If the Hold Reversion feature is enabled for your phone, a call that you put on hold reverts back to ringing after a certain period of time. The “reverting” call remains on hold until you resume it or until Hold Reversion times out.

Your phone indicates the presence of a reverting call by:

- Alerting you at intervals with a single ring (or flash or beep, depending on your phone line setting).
- Briefly displaying a “Hold Reversion” message in the status bar at the bottom of the phone screen.
- Displaying the animated Hold Reversion icon next to the caller ID for the held call.
- Displaying a flashing amber line button (depending on the line state).

Tips

- Engaging the Hold feature typically generates music (if Music on Hold is configured) or a beeping tone.
- If you receive an alert for an incoming call and a reverting call at the same time, by default your phone shifts the focus of the phone screen to display the incoming call. Your system administrator can change this focus priority setting.
- If you use a shared line, Hold Reversion rings only on the phone that put the call on hold, not on the other phones that share the line.
- Your system administrator determines the duration between Hold Reversion alerts.
- When a call is chaperoned, the call chaperone cannot use Hold.

Put Call on Hold

Procedure

Step 1 Make sure that the call you want to put on hold is highlighted.

Step 2 Press **Hold**.

Remove Call from Hold on Current Line

Procedure

Step 1 Highlight the appropriate call.

Step 2 Press **Resume**.

Remove Call from Hold on Different Line

Procedure

Step 1 Press the appropriate line button: or (flashing). Doing so may cause a held call to resume automatically:

- If there is a reverting call on the line, that call resumes.
- If there is more than one reverting call on the line, the oldest reverting call resumes.
- If a nonreverting held call is the only call on the line, the nonreverting held call resumes.

Step 2 If necessary, scroll to the appropriate call and press **Resume**.

Mute

With Mute enabled, you can hear other parties on a call but they cannot hear you. You can use Mute with the handset, speakerphone, or headset.

Mute or Unmute Call

Procedure

Step 1 To mute a call, press .

Step 2 To unmute a call, press .

Multiple Calls

Understanding how multiple calls display on your phone can help you organize your call-handling efforts.

In standard viewing mode, your phone displays calls as follows for the highlighted line:

- Calls with the highest precedence and longest duration display at the top of the list.
- Calls of a similar type are grouped together. For example, calls that you have interacted with are grouped near the top, and calls on hold are grouped last.

You can switch between multiple calls on one or more lines. If the call that you want to switch to is not automatically highlighted, use the Navigation button to scroll to it.

View Calls on Another Line

Procedure

Step 1 Press .

Step 2 Immediately press the line button .

Switch to Call Overview Mode

Procedure

Step 1 Press for the highlighted line.
The phone switches to call overview mode, displaying one call per line. The displayed call is either the active call or the held call with the longest duration.

Step 2 To return to standard viewing mode, press and then immediately press the line button.

Switch Between Connected Calls on One Line

Procedure

Step 1 Highlight the call you want to switch to.

Step 2 Press **Resume**.
Any active call is placed on hold and the selected call resumes.

Switch Between Connected Calls on Different Lines

Procedure

Step 1 Press for the line that you are switching to.
If a single call is holding on the line, the call automatically resumes.

Step 2 If multiple calls are holding, highlight the appropriate call and press **Resume**.

Switch from Connected Call to Answer Ringing Call

Procedure

Perform one of the following actions:

- Press **Answer**.

- If the call is ringing on a different line, press (flashing).

The phone places the active call on hold and the selected call resumes.

In-Progress Call Movement

You can switch in-progress calls between the desktop phone and your mobile phone or other remote destination.

Switch In-Progress Call on Desk Phone to Mobile Phone

Procedure

Step 1 Press the **Mobility** softkey and select **Send call to mobile**.

Step 2 Answer the in-progress call on your mobile phone.

The desktop phone line button turns red and the handset icons and the calling party number appear on the phone display. You cannot use the same phone line for any other calls, but if your desk phone supports multiple lines, you can use another line to make or receive calls.

Switch In-Progress Call from Mobile Phone to Desk Phone

Procedure

Step 1 Hang up the call on your mobile phone to disconnect the mobile phone but not the call.

Step 2 Press **Resume** on your desk phone within 4 seconds and start talking on the desk phone.

Switch In-Progress Call from Mobile Phone to Desk Phone Sharing Same Line (Session Handoff)

Procedure

Step 1 While on your mobile phone, enter the access code for the Session Handoff feature (for example, *74). Contact your system administrator for a list of access codes.

Step 2 Hang up the call on your mobile phone to disconnect the mobile phone but not the call.

Step 3 Press **Answer** on your desk phone within 10 seconds and start talking on the desk phone. Your system administrator sets the maximum number of seconds you have to answer the call on your desk phone. The other Cisco Unified devices that share the same line display a `Remote in Use` message.

Call Transfer

Transfer redirects a connected call. The target is the number to which you want to transfer the call.

Tips

- If on-hook transfer is enabled on your phone, you can either hang up to complete the call, or press **Transfer** and then hang up.
- If on-hook transfer is not enabled on your phone, hanging up without pressing **Transfer** again places the call on hold.
- You cannot use **Transfer** to redirect a call on hold. Press **Resume** to remove the call from hold before transferring it.
- When a call is chaperoned, the call chaperone cannot use transfer.
- To redirect a call to a voice message system, press **iDivert**. For more information, see Call Transfer To Voice Message System, on page 33.

Transfer Call Without Talking to Transfer Recipient

Procedure

Step 1 From an active call, press **Transfer**.

Step 2 Enter the target number.

Step 3 Press **Transfer** again to complete the transfer or **EndCall** to cancel.

Step 4 If your phone has on-hook transfer enabled, complete the transfer by hanging up.

Talk to Transfer Recipient Before Transferring Call (Consult Transfer)

Procedure

Step 1 From an active call, press **Transfer**.

Step 2 Enter the target number.

Step 3 Wait for the transfer recipient to answer.

Step 4 Press **Transfer** again to complete the transfer or **EndCall** to cancel.

Step 5 If your phone has on-hook transfer enabled, complete the transfer by hanging up.

Call Transfer To Voice Message System

You can use **iDivert** to send an active, ringing, or on-hold call to your voice message system. Depending on the type of call and your phone configuration, you can also use **iDivert** to send the call to the voice message system of another person.

Tips

- If the call was originally sent to the phone of another person, **iDivert** allows you to redirect the call either to your own voice message system or to the voice message system of the originally called party. Your system administrator makes this option available to you.
- If the call was sent to you directly (not transferred or forwarded to you), or if your phone does not support the option described above, using **iDivert** redirects the call to your voice message system.
- If your phone displays a menu that disappears before you make your selection, you can press **iDivert** again to redisplay the menu. You can also contact your system administrator regarding a longer timeout value.
- When you switch an in-progress call from your mobile phone to Cisco Unified devices that share the same line (Session Handoff), the iDivert feature is disabled on the Cisco Unified devices. The iDivert feature returns when the call ends.

Send Active, Ringing, or On-Hold Call to Voice Message System

Procedure

Step 1 Press **iDivert**.
If you have no redirect options available, the call transfers to your voice message system.

Step 2 If you have redirect options available, your phone displays a new menu. Choose an option to redirect the call.

Call Forward

You can use Call Forward features to redirect incoming calls from your phone to another number.

Your system administrator may allow you to choose from two types of call forwarding features:

- Unconditional call forwarding (Call Forward All)—Applies to all calls that you receive.
- Conditional call forwarding (Call Forward No Answer, Call Forward Busy, Call Forward No Coverage)—Applies to certain calls that you receive, according to conditions.

You can access Call Forward All on your phone or from your Cisco Unified Communications Manager User Options web pages. Conditional call forwarding features are accessible only from your User Options web pages. Your system administrator determines which Call Forward features are available to you.

Tips

- Enter the Call Forward target number exactly as you would dial it from your phone. For example, enter an access code or the area code, if necessary.
- You can forward your calls to a traditional analog phone or to another IP Phone, although your system administrator may restrict the call forwarding feature to numbers within your company.
- Call Forward is phone line specific. If a call reaches you on a line where Call Forward is not enabled, the call rings as usual.
- Your system administrator can enable the Call Forward Override feature that allows the person receiving your forwarded calls to reach you. With override enabled, a call placed from the target phone to your phone does not forward, but rings through.
- Your phone may reject your attempt to set up Call Forward All directly on the phone if the target number that you enter would create a call forwarding loop or would exceed the maximum number of links permitted in a call forwarding chain.
- When you switch an in-progress call from your mobile phone to Cisco Unified devices that share the same line (Session Handoff), the Call Forward feature is disabled on the Cisco Unified devices. The Call Forward feature returns when the call ends.
- To verify that Call Forward All is enabled on your primary line, look for:
  - The Call Forward icon above your primary phone number: .
  - The Call Forward target number in the status line.

Set Up or Cancel Call Forwarding

When call forwarding is enabled for any line other than the primary line, your phone does not provide you with confirmation that calls are being forwarded. Instead, you must confirm your settings in the User Options web pages.

Procedure

Step 1 Log in to your User Options web pages.

Step 2 Access your call forwarding settings.

Set Up and Cancel Call Forward All from Phone

Procedure

Step 1 To set Call Forward All, press **CFwdALL** or **Forward All** and enter a target phone number.

Step 2 To cancel Call Forward All, press **CFwdALL** or **Forward All**.

Do Not Disturb

Do Not Disturb (DND) turns off all audible and visual notifications of incoming calls. Your system administrator enables DND on your phone.

When DND and Call Forward are enabled on your phone, calls forwards immediately and the caller does not hear a busy tone.

DND interaction with other types of calls includes:

- DND does not affect intercom calls or nonintercom priority calls.
- If both DND and AutoAnswer are enabled, only intercom calls autoanswer.
- When you switch an in-progress call from your mobile phone to Cisco Unified phones that share the same line (Session Handoff), the phone disables the DND feature. The DND feature returns when the call ends.

Turn DND On and Off

Procedure

Step 1 To turn DND on, press **DND**.

`Do Not Disturb` displays on the phone, the DND lights (solid), and the ringtone turns off.

Step 2 To turn DND off again, press **DND**.

Set Up DND Settings

If your system administrator configured DND settings to appear on the User Options page, perform these steps:

Procedure

Step 1 Log in to your User Options web pages.

Step 2 From the drop-down menu, choose **User Options** > **Device**.

Step 3 You can set the following options:

- Do Not Disturb: Set to enable/disable DND.
- DND Option: Choose either Call Reject (to turn off all audible and visual notifications) or Ringer Off (to turn off only the ringer).
- DND Incoming Call Alert (applies to either DND option set): Set the alert to beep only, flash only, disable the alert, or choose "None" (to use the "Alert" setting configured by your system administrator).

Conference Calls

The Cisco Unified IP Phone allows you to talk simultaneously with multiple parties in a conference call.

You can create a conference in various ways, depending on your needs and the features that are available on your phone.

- Conference—Enables you to create a standard (ad hoc) conference by calling each participant. Use the **Confrn** softkey or the **Conference** button. Conference is available on most phones.
- Join—Enables you to create a standard (ad hoc) conference by combining existing calls. Use the **Join** softkey or button.
- cBarge—Enables you to create a standard (ad hoc) conference by adding yourself to a call on a shared line. Press a line button or use the **cBarge** softkey or button. cBarge is only available on phones that use shared lines.
- Meet Me—Enables you to create or join a conference by calling a conference number. Use the **MeetMe** softkey or button.

Ad Hoc Conference

Conference allows you to call each participant. Conference is available on most phones.

Create Conference by Calling Participants

Procedure

Step 1 From a connected call, press **Confrn** or **Conference**. You may need to press the **more** softkey to see **Confrn**.
Step 2 Enter the phone number of the participant.
Step 3 Wait for the call to connect.
Step 4 Press **Confrn** or **Conference** again to add the participant to your call.
Step 5 Repeat to add additional participants.

Add New Participants to Conference

Your system administrator determines whether noninitiators of a conference can add or remove participants.

Procedure

Step 1 From a connected call, press **Confrn** or **Conference**. You may need to press the **more** softkey to see **Confrn**.
Step 2 Enter the phone number of the participant.
Step 3 Wait for the call to connect.
Step 4 Press **Confrn** or **Conference** again to add the participant to your call.
Step 5 Repeat to add additional participants.

Join Conference

Join allows you to combine two or more existing calls to create a conference in which you are a participant.

Tips

- If you frequently join more than two parties into a single conference, you may find it useful to first select the calls that you want to join together, and then press **Join** to complete the action.
- When Join completes, the caller ID changes to `Conference`.
- You may be able to combine multiple conference calls by using the **Join** or **DirTrfr** softkeys. Contact your system administrator to see if this feature is available to you.
- A Call Chaperone user can conference only the first caller. Subsequent callers can be conferenced by the other participants in the conference.

Join Together Existing Calls on Single Phone Line

Procedure

Step 1 From an active call, highlight another call that you want to include in the conference and press **Select**.
Selected calls display this icon ☑.

Step 2 Repeat this step for each call that you want to add.

Step 3 Press **Join**. You may need to press the **more** softkey to see **Join**.

Join Together Existing Calls on Multiple Phone Lines

Procedure

Step 1 From an active call, press **Join**. You may need to press **more** to see **Join**.

Step 2 Press the green flashing line button for the calls that you want to include in the conference.

Note If your phone does not support Join for calls on multiple lines, transfer the calls to a single line before using **Join**.

Step 3 If a window opens on your phone screen prompting you to select the calls that you want to join, highlight the calls, press **Select**, and then press **Join** to complete the action.
The calls are joined.

Barge Conference

You can create a conference by using cBarge to add yourself to a call on a shared line. For more information, see Barge, cBarge, and Shared-line Calls, on page 48 and Conference Participants List, on page 39.

Create Conference by Barging Call on Shared Line

Procedure

Step 1 Press the line button for the shared line.

Step 2 In some cases, you must highlight the call and press **cBarge** to complete the action.

Meet Me Conference

Meet Me conferencing allows you to start or join a conference by calling the conference number.

Tips

- If you call a secure Meet Me conference number from a non-secure phone, your phone displays the message `Device Not Authorized`. For more information, see Secure Calls, on page 51.
- A Meet Me conference ends when all participants hang up.
- If the conference initiator disconnects, the conference call continues until all participants hang up.

Start Meet Me Conference

Participants cannot join the conference until the initiator starts the conference.

Procedure

Step 1 Obtain a Meet Me phone number from your system administrator.

Step 2 Distribute the number to participants.

Step 3 When you are ready to start the meeting, go off-hook to get a dial tone, then press **MeetMe**.

Step 4 Dial the Meet Me conference number.
Participants can now join the conference by dialing the Meet Me number.

Join Meet Me Conference

Procedure

Step 1 Dial the Meet Me conference number provided by the conference initiator.

Step 2 If you hear a busy tone, the conference initiator has not joined the conference. Wait a minute and then try your call again.

Conference Participants List

During a standard (ad hoc) conference, you can view a list of participants and remove participants.

Control Conference Using Participants List

The conference participants list, ConfList, displays a maximum of 16 participants. Though users can add as many conference participants as the conference bridge supports, ConfList displays only 16 participants. As new participants join the conference, ConfList displays only the last 16 participants who have joined.

Procedure

Step 1 Press **ConfList** or **Conference List**.
Participants are listed in the order in which they join the conference with the most recent additions at the top.

Step 2 To get an updated list of conference participants, press **Update**.

Step 3 To see who initiated the conference, locate the participant listed at the bottom of the list with an asterisk (*) next to the name.

Step 4 To remove any conference participant, highlight the participant's name and press **Remove**.

Step 5 To drop the last participant added to the conference, press **RMLstC** or **Remove Last Participant**.
You can remove participants only if you initiated the conference call.

Verify Conference Call Security

Procedure

Step 1 To verify conference security, press **ConfList** or **Conference List**.

Step 2 To verify that a conference call is secure, look for the or icon after `Conference` on the phone screen.

Step 3 To verify that a participant is calling from a secure phone, look for the or icon beside the participant's name on the phone screen.

Intercom Calls

You can place an intercom call to a target phone that autoanswers the call in speakerphone mode with mute activated. The one-way intercom call allows you to deliver a short message to the recipient. The audio plays on the handset or headset, if one of these is in use. Any current call activity that your recipient is engaged in continues simultaneously.

When you receive an intercom-alert tone, you can choose one of these options:

- Listen to the caller with your microphone muted (you can hear the caller, but the caller cannot hear you).
- End the intercom call by pressing **EndCall** with the intercom call in focus. Do this if you do not want to hear the message.

- Talk to the caller by pressing the active intercom button and using either the handset, headset, or speaker. The intercom call becomes a two-way connection so that you can converse with the caller.

When using the intercom feature, be aware of the following:

- From an intercom line, you can only dial other intercom lines.
- You can use only one intercom line at a time.
- When your active call is being monitored or recorded, you can receive or place intercom calls.
- You cannot place an intercom call on hold.

Note If you log into the same phone on a daily basis using your Cisco Extension Mobility profile, ensure that your system administrator assigns the phone button template that contains intercom information to this profile and assign the phone as the default intercom device for the intercom line.

Place Intercom Call to Preconfigured Intercom Number

Procedure

Step 1 Press (intercom target line).

Step 2 After you hear the intercom-alert tone, begin speaking.

Place Intercom Call to Any Intercom Number

Procedure

Step 1 Press ( ).

Step 2 Enter the intercom target number or press a speed-dial number for your target.

Step 3 After you hear the intercom-alert tone, begin speaking.

Receive Intercom Call

Procedure

When you hear the intercom-alert tone, handle the call in one of these ways:

- Listen to the message in one-way audio.
- Speak to the caller by pressing (active intercom line).
- Press **EndCall** with the intercom call in focus.

Advanced Call Handling

Advanced call-handling tasks involve special features that your system administrator may configure for your phone depending on your call-handling needs and work environment.

Speed Dial

Speed Dial enables you to enter an index number, press a button, or select a phone screen item to place a call. Depending on configuration, your phone can support several speed-dial features:

- Speed-dial buttons
- Abbreviated Dialing
- Fast Dials

To set up speed-dial buttons and Abbreviated Dial, you must access your User Options web pages. To set up Fast Dials, you must access the Personal Directory feature. Alternatively, your system administrator can configure speed-dial features for you.

Related Topics

User Options Web Page Actions, on page 83
Personal Directory, on page 75
Speed Dial Setup on Web, on page 89
Busy Lamp Field Features, on page 49
Personal Directory on Web, on page 85

Make Call Using Speed-Dial Buttons

If your phone supports the Busy Lamp Field (BLF) speed-dial feature, you can see if the speed-dial number is busy before dialing.

Procedure

Step 1 Set up speed-dial buttons.

Step 2 To place a call, press (a speed-dial button).

Make Call Using On-Hook Abbreviated Dial

Procedure

Step 1 Set up Abbreviated Dialing codes.

Step 2 To place a call, enter the Abbreviated Dialing code and press **AbbrDial**.

Make Call Using Fast Dial

Procedure

Step 1 Create a Personal Address Book entry and assign a Fast Dial code.

Step 2 To place a call, access the Fast Dial service on your phone.

Call Pickup

Call PickUp allows you to answer a call that is ringing on a coworker's phone by redirecting the call to your phone. You may use Call PickUp if you share call-handling tasks with coworkers.

Tips

- If multiple calls are available for pickup, your phone picks up the oldest call first (the call that has been ringing for the longest time).
- If you press **GPickUp** or **Group PickUp** and enter a line number, your phone picks up the ringing call on that particular line (if available).
- If you have multiple lines and want to pick up the call on a non-primary line, first press for the desired line and then press a Call PickUp softkey or button.
- Depending on how your phone is configured, you may receive an audio or visual alert about a call to your pickup group.
- If you use the BLF Pickup feature on your phone, see Busy Lamp Field Features, on page 49.

Answer Call Ringing on Another Extension Within Call Pickup Group

Procedure

Step 1 Press **PickUp**. You might have to go off-hook to display the softkey.

If your phone supports autopickup, you are now connected to the call.

Step 2 If the call rings, press **Answer** to connect to the call.

Answer Call Ringing on Another Extension Outside Call Pickup Group

Procedure

Step 1 Press the **GPickUp** softkey or the **Group PickUp** button. You may have to lift the handset to display the softkey.

Step 2 Enter the group pickup number.
If your phone supports autopickup, you are now connected to the call.

Step 3 If the call rings, press **Answer** to connect to the call.

Answer Call Ringing on Another Extension in Group or in Associated Group

Procedure

Step 1 Press the **OPickUp** softkey or the **Other PickUp** button. You may have to lift the handset to display the softkey.
If your phone supports autopickup, you are now connected to the call.

Step 2 If the call rings, press **Answer** to connect to the call.

Answer Call Ringing on Particular Extension (Line Number)

Procedure

Step 1 Press the **GPickUp** softkey or the **Group PickUp** button. You may have to lift the handset to display the softkey.

Step 2 Enter the line number with the call that you want to pick up. For example, if the call that you want to pick up is ringing on line 12345, enter 12345.
If your phone supports autopickup, you are now connected to the call.

Step 3 If the call rings, press **Answer** to connect to the call.

Call Park

You park a call when you want to store the call so that you or someone else can retrieve it from another phone in the Cisco Unified Communications Manager system (for example, a phone at a coworker's desk or in a conference room).

You park a call using these methods:

- Call Park: Use the **Park** softkey to store the call. Your phone displays the call park number where the system stored your call. You must record this number and then use the same number to retrieve the call.
- Directed Call Park: Press the **Transfer** softkey during a call. To store the call, dial the Directed Call Park number and press **Transfer** again.
- Assisted Directed Call Park: Use the **Assisted Directed Call Park** button displaying an idle line status indicator. To retrieve the call from any other Cisco Unified IP Phone in your network, press the flashing **Assisted Direct Call Park** button.

Tips

- You have a limited amount of time to retrieve a parked call before it reverts to ringing at the original number. Contact your system administrator for details.
- Your system administrator can assign Directed Call Park buttons to available line buttons on your Cisco Unified IP Phone or on your Cisco Unified IP Phone Expansion Module, if available and supported by your phone.
- You can dial Directed Call Park numbers if you do not have Directed Call Park buttons. However, you cannot see the status of the directed call park number.

Store and Retrieve Active Call Using Call Park

Procedure

Step 1 During a call, press **Park**. You may need to press **more** to see **Park**.

Step 2 Record the call park number displayed on your phone screen.

Step 3 Hang up.

Step 4 To pick up the parked call, enter the call park number from any Cisco Unified IP Phone in your network.

Direct and Store Active Call at Directed Call Park Number

Procedure

Step 1 During a call, press .

Step 2 Dial the directed call park number.

Step 3 Press **Transfer** again to finish storing the call.

Direct, Store, and Retrieve Active Call at Assisted Directed Call Park Number

Procedure

Step 1 During a call, press the **Assisted Directed Call Park** button displaying an idle Line Status indicator .

Step 2 To retrieve the call, press the flashing **Assisted Direct Call Park** button.
If your administrator has not configured a reversion directory number, the parked call reverses to the phone that parked the call.

Retrieve Parked Call from Directed Call Park Number

Procedure

Step 1 From any Cisco Unified IP Phone in your network, enter the park retrieval prefix.

Step 2 Perform one of the following actions:

- Dial the directed call park number.
- Press the (flashing) ( ) to connect to the call.

Hunt Groups

If your organization receives a large number of incoming calls, you may be a member of a hunt group. A hunt group includes a series of directory numbers that share the incoming call load. When the first directory number in the hunt group is busy, the system hunts for the next available directory number in the group and directs the call to that phone.

When you are away from your phone, you can prevent hunt group calls from ringing your phone by logging out of hunt groups.

Tips

- Logging out of hunt groups does not prevent nonhunt group calls from ringing your phone.
- When logged in, the Hunt Group button is lit.

Log In and Out of Hunt Groups

Procedure

Step 1 To log into a hunt group, press **HLog** or **Hunt Group**. You are now logged into the Hunt Group.

Step 2 To log out of a hunt group, press **HLog** or **Hunt Group**. Your phone screen displays the "Logged out of Hunt Group" message.

Shared Lines

Your system administrator may ask you to use a shared line if you:

- Have multiple phones and want one phone number
- Share call-handling tasks with coworkers
- Handle calls on behalf of a manager

Remote-In-Use Icon

The remote-in-use icon appears when another phone that shares your line has a connected call. You can place and receive calls as usual on the shared line, even when the remote-in-use icon appears.

Call Information and Barge

Phones that share a line each display information about calls that are placed and received on the shared line. This information may include caller ID and call duration. See the Privacy, on page 47 section for exceptions.

When call information is visible in this way, you and coworkers who share a line can add yourselves to calls using either **Barge** or **cBarge**. See Barge, cBarge, and Shared-line Calls, on page 48.

Privacy

If you do not want coworkers who share your line to see information about your calls, enable the Privacy feature. Doing so also prevents coworkers from barging your calls. See Privacy and Shared Lines, on page 49.

Note The maximum number of calls that a shared line supports can vary by phone.

Barge, cBarge, and Shared-line Calls

You can use barge features (cBarge or Barge) to add yourself to calls on your shared line. (Calls must be non-private calls. See Shared Lines, on page 47.)

Depending on how your phone is configured, you can add yourself to a non-private call on a shared line using either cBarge or Barge:

- cBarge converts the call into a standard conference, allowing you to add new participants. See Conference Calls, on page 36 for information about standard conferences.
- Barge allows you to add yourself to the call but does not convert the call into a conference or allow you to add new participants.

Single-Button and Multitouch Barge

Your system administrator determines whether the barge feature on your phone operates as a single-button or multitouch feature.

- Single-button barge allows you to press a line button to barge a call (if only one call is on the line).
- Multitouch barge allows you to view call information before barging.

Barge Features

The table below describes how to use barge features (cBarge or Barge) to add yourself to a call on a shared line.

If you want to...	Then...
See if the shared line is in use	Look for the remote-in-use icon next to a red line button.
Add yourself to a call on a shared line	Press the red line button for the shared line. One of the following occurs: • You are added to the call. • A window opens on your phone screen prompting you to select the call that you want to barge. Press **Barge** or **cBarge to complete the action**. You may need to press the **more** softkey to display **Barge** or **cBarge**.

Tips

- When you barge a call, other parties may hear a beep tone announcing your presence. With cBarge, other parties hear a brief audio interruption and the phone screen changes to display conference details.
- If a phone that is using the shared line has Privacy enabled, call information and barge softkeys will not appear on the other phones that share the line.
- If a phone that is using the shared line has Privacy disabled and is configured with Private Line Automated Ringdown (PLAR), the barge and cBarge features will still be available.
- You will be disconnected from a call that you have joined using Barge if the call is put on hold, transferred, or turned into a conference call.

Conference Participants List, on page 39

Privacy and Shared Lines

If you share a phone line, use the Privacy feature to prevent others who share the line from viewing or barging (adding themselves to) your calls.

Tips

- If the phone that shares your line has Privacy enabled, you can place and receive calls using the shared line as usual.
- The Privacy feature applies to all shared lines on your phone. Consequently, if you have multiple shared lines and Privacy is enabled, coworkers cannot view or barge calls on any of your shared lines.

Prevent and Allow Others to View or Barge Calls on Shared Line

Procedure

Step 1 To prevent others from viewing or barging a call on a shared line,

a) Press **Private** .

b) To verify that Privacy is on, look for the Privacy-enabled icon next to an amber line button .

Step 2 To allow others to view or barge calls on a shared line,

a) Press **Private** .

b) To verify that Privacy is off, look for the Privacy-disabled icon next to an unlit line button .

Busy Lamp Field Features

Busy Lamp Field (BLF) allows you to view the state of a phone line that is associated with a speed-dial button, call log, or directory listing on your phone. If you use BLF Pickup, you can answer a ringing call for the line

that you are monitoring. Your system administrator determines which BLF features are configured for your phone.

If you want to...	Then...
See the state of a line listed in a call log or directory	Look for one of these BLF indicators next to the line number: Line is in-use. Line is idle. Line is in Do Not Disturb state. BLF indicator unavailable for this line.
See the state of a speed-dial line	Look for one of these BLF indicators next to the line number: + Line is in-use. + Line is idle. + Line is in Do Not Disturb state. + (flashing)—Line is ringing (BLF Pickup only). BLF indicator unavailable for this line.

Tips

- Your phone may play an audible indicator to alert you when a call is ringing on the monitored line (BLF Pickup only).
- BLF Pickup answers the oldest ringing call first, if the line that you are monitoring has more than one ringing call.

Use BLF Pickup to Answer Ringing Call

Procedure

Step 1 If the current line is ringing, press the BLF Pickup button .
The call redirects to the next available line on your phone.

Step 2 If you want to specify a line, first press a line button and then press the BLF button.
If your phone supports autopickup, the call connects automatically.

Step 3 If the call rings on your phone, answer it.

Secure Calls

Depending on how your system administrator configured your phone system, your phone may support placing and receiving secure calls.

Your phone can support these types of calls:

- Authenticated call—The identities of the phones participating in the call have been verified.
- Encrypted call—The phone is receiving and transmitting encrypted audio (your conversation) within the Cisco Unified Communications Manager network. Encrypted calls are authenticated.
- Protected call—The phone is a secure (encrypted and trusted) device on the Cisco Unified Communications Manager server and is configured as a "Protected Device" in Cisco Unified Communications Manager Administration.

  If "Play Secure Indication Tone" is enabled (True) in Cisco Unified Communications Manager Administration, the protected phone plays a secure or nonsecure indication tone at the beginning of the call:

  - When end-to-end secure media is established through the Secure Real-Time Transfer Protocol (SRTP) and the call status is secure, the phone plays the secure indication tone (three long beeps with brief pauses).
  - When end-to-end nonsecure media is established through the Real-Time Protocol (RTP) and the call status is nonsecure, the phone plays the nonsecure indication tone (six short beeps with brief pauses).

    If the Play Secure Indication Tone option is disabled (False), no tone is played.

- Nonprotected call—The phone does not have a "Protected Device" status in Cisco Unified Communications Manager. No secure or nonsecure indication tone is played.
- Nonsecure call—The phone is not protected on the Cisco Unified Communications Manager server and the call status is nonsecure.

For more information, see your system administrator.

If you want to...	Then...
Check the security level of a call or conference	Look for a security icon in the top right corner of the call activity area, next to the call duration timer: Authenticated call or conference Encrypted call or conference Non-secure call or conference

If you want to...	Then...
Verify that the phone connection (call status) is secure	Listen for a secure indication tone at the beginning of the call: • Secure call status—If the phone is protected, the "Play Secure Indication Tone" is enabled, and the call status is secure, a secure indication tone plays on the protected phone at the beginning of a call (three long beeps with pauses). The lock icon is also present to indicate that the call is secure. • Nonsecure call status—If the phone is protected, the "Play Secure Indication Tone" is enabled, and the call status is nonsecure, a nonsecure indication tone plays on the protected phone at the beginning of a call (six short beeps with brief pauses). The play arrow icon is also present to indicate that the call is not secure. For more information, see your system administrator.
Determine if secure calls can be made in your company	See your system administrator.

There are interactions, restrictions, and limitations that affect how security features work on your phone. For more information, see your system administrator.

Note Cisco determines whether a device engaged in a call is trusted or untrusted. Lock or shield icons are not displayed on a Cisco Unified IP Phone screen when a call is to or from an untrusted device, even though the call may be secure.

VPN Client

Your system administrator configures the Virtual Private Network (VPN) Client feature as needed. If the VPN Client feature is enabled and the VPN Client mode is enabled on the phone, you are prompted for your credentials as follows:

- If your phone is located outside the corporate network: You are prompted at logon to enter your credentials based on the authentication method that your system administrator configured on your phone.
- If your phone is located inside the corporate network:
  - If Auto Network Detection is disabled, you are prompted for credentials, and a VPN connection is possible.
  - If Auto Network Detection is enabled, you cannot connect through VPN and you are not prompted for credentials.

To access the VPN Configuration settings, press the **Settings** button and choose **Security Configuration** > **VPN Configuration**.

After the phone starts up and the VPN Login screen appears, enter your credentials based on the configured authentication method:

- Username and password: Enter the username and password given by your system administrator.
- Password and certificate: Enter the password. Your username is derived from the certificate.
- Certificate: If the phone uses only a certificate for authentication, you do not need to enter authentication data. The VPN Login screen displays the status of the phone attempting the VPN connection.

With the authentication methods that require a password, use the << softkey to backspace and correct the password.

When the power is lost or reset under some circumstances, the stored credentials are cleared.

To establish the VPN connection, press the **Submit** softkey.

To disable the VPN login process, press the **Cancel** softkey.

Suspicious Call Trace

If you are receiving suspicious or malicious calls, your system administrator can add the Malicious Call Identification (MCID) feature to your phone. This feature enables you to identify an active call as suspicious, which initiates a series of automated tracking and notification messages.

Notify System Administrator About Suspicious or Harassing Call

Procedure

Press **MCID** or **Malicious Call ID**.
Your phone plays a tone and displays the message `MCID successful`. Your administrator receives notification about the call with supporting information to take appropriate actions.

Priority Calls

This feature applies to SCCP phones only.

In some specialized environments, such as military or government offices, you might need to make and receive urgent or critical calls. If you have the need for this specialized call handling, your system administrator can add Multilevel Precedence and Preemption (MLPP) to your phone.

Keep these terms in mind:

- Precedence indicates the priority associated with a call.
- Preemption is the process of ending an existing, lower priority call while accepting a higher priority call that is sent to your phone.

If you...	Then...
Want to choose a priority (precedence) level for an outgoing call	Contact your system administrator for a list of corresponding precedence numbers for calls.

If you...	Then...
Want to make a priority (precedence) call	Enter the MLPP access number (provided by your system administrator) followed by the phone number.
Hear a special ring (faster than usual) or special call waiting tone	You are receiving a priority (precedence) call. An MLPP icon on your phone screen indicates the priority level of the call.
Want to view priority level of a call	Look for an MLPP icon on your phone screen: Priority call Medium priority (immediate) call High priority (flash) call Highest priority (flash override) or Executive Override call Higher priority calls are displayed at the top of your call list. If you do not see an MLPP icon, the priority level of the call is normal (routine).
Want to accept a higher-priority call	Answer the call as usual. If necessary, end an active call first.
Hear a continuous tone interrupting your call	You or the other party are receiving a call that must preempt the current call. Hang up immediately to allow the higher priority call to ring through.

Tips

- When you make or receive an MLPP-enabled call, you will hear special ring tones and call waiting tones that differ from the standard tones.
- If you enter an invalid MLPP access number, a verbal announcement alerts you of the error.
- An MLPP-enabled call retains its priority and preemptive status when you:
  - Put the call on hold
  - Transfer the call
  - Add the call to a three-way conference
  - Answer the call using PickUp
- MLPP overrides the Do Not Disturb (DND) feature.

Cisco Extension Mobility

Cisco Extension Mobility (EM) allows you to configure any Cisco Unified IP Phone as your own temporarily. After you log in to EM, the phone adopts your user profile, including your phone lines, features, established services, and web-based settings. Your system administrator must configure EM for you.

The Extension Mobility Change PIN feature allows you to change your PIN from your Cisco Unified IP Phone.

Tips

- EM automatically logs you out after a certain amount of time. Your system administrator establishes this time limit.
- Changes that you make to your EM profile from your Cisco Unified Communications Manager User Options web pages take effect immediately if you are logged in to EM on the phone; otherwise, changes take effect the next time you log in.
- Changes that you make to the phone from your User Options web pages take effect immediately if you are logged out of EM; otherwise, changes take effect after you log out.
- Local settings controlled by the phone are not maintained in your EM profile.

Log In to EM

Procedure

Step 1 Choose > **EM Service** (name can vary).

Step 2 Enter your user ID and PIN provided by your system administrator.

Step 3 If prompted, select a device profile.

Log Out of EM

Procedure

Step 1 Choose > **EM Service** (name can vary).

Step 2 When prompted to log out, press **Yes**.

Change Your PIN Using Change Credentials Service

Procedure

Step 1 Choose > **Change Credentials**.
Step 2 Enter your User ID in the User ID field.
Step 3 Enter your PIN in the Current PIN field.
Step 4 Enter your new PIN in the New PIN field.
Step 5 Enter your new PIN again in the Confirm PIN field.
Step 6 Press **Change**. You see the `PIN Change Successful` message.
Step 7 Press **Exit**.

Change Your PIN Using ChangePIN Softkey

Procedure

Step 1 Choose > **EM Service**.
Step 2 Press **ChangePIN**.
Step 3 Enter your PIN in the Current PIN field.
Step 4 Enter your new PIN in the New PIN field.
Step 5 Enter your new PIN again in the Confirm PIN field.
Step 6 Press **Change**. You see the `PIN Change Successful` message.
Step 7 Press **Exit**.

Business Calls Using Single Phone Number

Intelligent Session Control associates your mobile phone number with your business IP phone number. When you receive a call to your remote destination (mobile phone), your desk phone does not ring; only your remote destination rings. When an incoming call is answered on the mobile phone, the desk phone displays a `Remote in Use` message.

During a call you can also use any of your mobile phone features. For example, if you receive a call on your mobile number, you can answer the call from your desk phone or you can hand off the call from your mobile phone to your desk phone.

The following table describes how to transfer calls.

If you want to...	Then...
Transfer your incoming mobile active call to a desk phone	Use the various features of your mobile phone (for example, *74). Contact your system administrator for a list of access codes.

Mobile Connect and Mobile Voice Access

With Mobile Connect and Mobile Voice Access installed, you can use your mobile phone to handle calls associated with your desktop phone number.

When you enable Mobile Connect, your desktop and remote destinations receive calls simultaneously.

When you answer the call on your desktop phone, the remote destinations stop ringing, are disconnected, and display a missed call message.

When you answer the call on one remote destination, the other remote destinations stop ringing, are disconnected, and a missed call message is shown on the other remote destinations.

If you want to...	Then...
Configure Mobile Connect	Use the User Options web pages to set up remote destinations and create access lists to allow or block calls from specific phone numbers from being passed to the remote destinations. See Phone and Access List setup for Mobile Connect, on page 96.
Answer a call using your mobile phone	See Call Answer, on page 25.
Switch an in-progress call between your desk phone and mobile phone	See In-Progress Call Movement, on page 31.
Make a call from your mobile phone	See Additional Call Options, on page 22.

Tips

- When calling Mobile Voice Access, you must enter the number you are calling and your PIN if any of the following are true:
  - The number you are calling from is not one of your remote destinations.
  - The number is blocked by you or your carrier (shown as `Unknown Number`).
  - The number is not accurately matched in the Cisco Unified Communications Manager database; for example, if your number is 510-666-9999, but it is listed as 666-9999 in the database, or your number is 408-999-6666, but it is entered as 1-408-999-6666 in the database.

- If you incorrectly enter any requested information (such as mobile phone number or PIN) three times in a row, the Mobile Voice Access call disconnects, and you are locked out for a period of time. See your system administrator if you need assistance.

Related Topics

In-Progress Call Movement, on page 31

Put Call Picked Up on Mobile Phone on Hold

Procedure

Step 1 Press **Enterprise Hold** (name may vary).
The other party is placed on hold.

Step 2 On your mobile phone, press **Resume** (name may vary).

Connect to Mobile Voice Access

Procedure

Step 1 From any phone, dial your assigned Mobile Voice Access number.

Step 2 Enter the number you are calling from, if prompted, and your PIN.

Turn On Mobile Connect from Mobile Phone

Procedure

Step 1 Dial your assigned Mobile Voice access number.

Step 2 Enter your mobile phone number (if requested) and PIN.

Step 3 Press **2** to enable Mobile Connect.

Step 4 Choose whether to turn Mobile Connect on for all configured phones or just one:

- All phones: Enter **2**.
- One phone: Enter **1** and enter the number you want to add as a remote destination, followed by **pound (#)**.

Turn Off Mobile Connect from Mobile Phone

Procedure

Step 1 Dial your assigned Mobile Voice access number.

Step 2 Enter your mobile phone number (if requested) and PIN.

Step 3 Press **3** to disable Mobile Connect.

Step 4 Choose whether to turn Mobile Connect off for all configured phones or just one:

- All phones: Enter **2**.
- One phone: Enter **1** and enter the number you want to remove as a remote destination, followed by **pound (#)**.

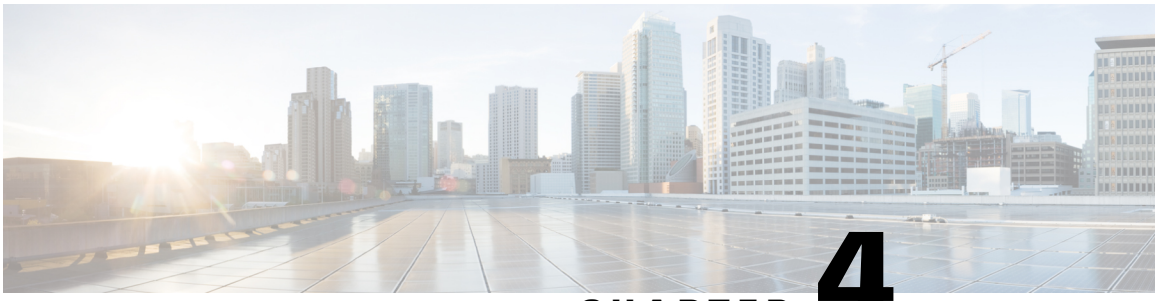
Turn On or Off Mobile Connect Access to All Remote Destinations from Desk Phone

Procedure

Step 1 Press **Mobility** to display the current remote destination status (Enabled or Disabled).

Step 2 Press **Select** to change the status.

Step 3 Press **Exit**.



CHAPTER 4

Handset, Headset, and Speakerphone

- Headset, Handset, and Speaker Overview, page 61
- Handset, page 61
- Headset, page 62
- Speakerphone, page 63
- AutoAnswer with Headset or Speakerphone, page 63

Headset, Handset, and Speaker Overview

You can use your phone with these audio devices: a handset, headset, or speakerphone.

The phone is off-hook when the handset is lifted or another audio device is in use.

The phone is on-hook when the handset is in its cradle and other audio devices are not in use.

Handset

The following table describes how to use the handset.

If you want to...	Then...
Use the handset	Lift it to go off-hook; replace it to go on-hook. The ringing line is automatically selected. Contact your system administrator about options to always select the primary line.
Switch to the speakerphone or a headset during a call	Press or , then hang up the handset.
Adjust the volume level for a call	Press the Volume button during a call or after invoking a dial tone. Press **Save** to preserve the volume level for future calls.

Headset

Your phone supports four- or six-wire headset jacks for wired headsets. Cisco Unified IP Phones 7962G and 7942G also support wireless headsets. For information about purchasing headsets, see Wired and Wireless Headsets, on page 16.

You can use a headset with all of the controls on your phone, including and .

However, if you use a wireless headset, refer to the wireless headset documentation for instructions.

If you want to...	Then...
Toggle headset mode on and off	Press .
Switch to a handset	Lift the handset.
Adjust the volume level for a call	Press during a call or after invoking a dial tone. Press **Save** to preserve the volume level for future calls.

If you use AutoAnswer, see AutoAnswer with Headset or Speakerphone, on page 63.

Your system administrator can set up your phone to record a conversation between you (on your headset), a supervisor (on the phone handset), and your connected party.

Control Wired Headset Sidetone

When you speak on a telephone using a headset, the sound picked up by the headset microphone can be sent back through the headset speaker. This creates a low-level feedback, known as sidetone. The wired headsets can result in sidetone . Different wired headsets require different sidetone and settings. You need to select the best sidetone level for the wired headset you use.

Procedure

Step 1 Press .

Step 2 Use the Preferences menu and navigate to Headset Sidetone.

Step 3 Select **Headset Sidetone**.

Step 4 Select one of the sidetone levels:

- High
- Normal
- Low
- Very Low
- Off

Step 5 Press **Save** or press **Cancel**.

Wireless Headset

Cisco Unified IP Phones 7962G and 7942G support wireless headsets. Refer to the wireless headset documentation for information about using the wireless headset's remote features. Also, check with your system administrator to be sure your phone is enabled to use a wireless headset with the wireless headset remote hookswitch control feature.

Wideband Headset

If you use a headset that supports wideband, you may experience improved audio sensitivity if you enable the wideband setting on your phone (this setting is disabled by default). To access the setting, choose > **User Preferences** > **Audio Preferences** > **Wideband Headset**.

If the Wideband Headset setting is dimmed, then you cannot control this setting.

Check with your system administrator to be sure your phone system is configured to use wideband. If the system is not configured for wideband, you may not detect any additional audio sensitivity even when using a wideband headset. To learn more about your headset, refer to the headset documentation or contact your system administrator for assistance.

Speakerphone

If the handset is in its cradle and is not lit, many of the actions you can take to dial a number or answer a call will trigger speakerphone mode automatically.

If you want to...	Then...
Toggle speakerphone mode on or off	Press .
Switch to a handset	Lift the handset.
Adjust the volume level for a call	Press during a call or after invoking a dial tone. Press **Save** to preserve the volume level for future calls.

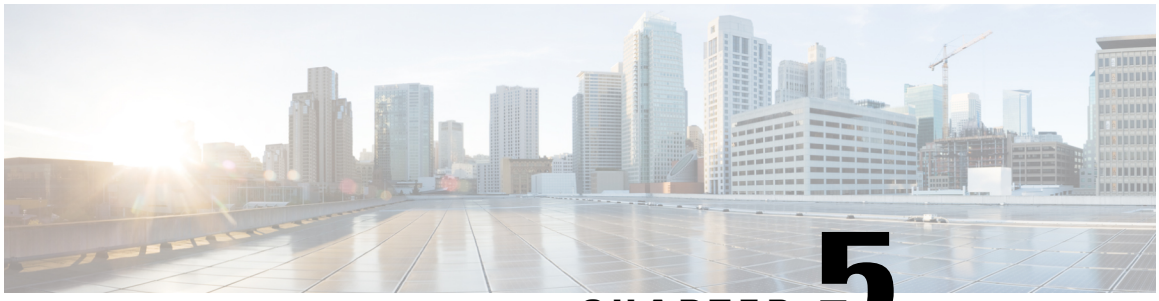
AutoAnswer with Headset or Speakerphone

When AutoAnswer is enabled, your phone answers incoming calls automatically after a few rings. Your system administrator configures AutoAnswer to use either the speakerphone or a headset. You may use AutoAnswer if you receive a high volume of incoming calls.

If you...	Then...
Use AutoAnswer with a headset	Keep headset mode active (in other words, keep illuminated), even when you are not on a call. To keep headset mode active, perform the following actions: • Press **EndCall** to hang up. • Press **New Call** or **Dial** to place new calls. If your phone is set up to use AutoAnswer in headset mode, calls are automatically answered only if is illuminated. Otherwise, calls ring normally and you must manually answer them.
Use AutoAnswer with the speakerphone	Keep the handset in the cradle and headset mode inactive (unlit). Otherwise, calls ring normally and you must manually answer them.

Tip

AutoAnswer is disabled when the Do Not Disturb feature is active.



CHAPTER 5

Phone Customization

- Ring and Message Indicator Customization, page 65
- Phone Screen Customization, page 67

Ring and Message Indicator Customization

You can customize how your phone indicates an incoming call and a new voice mail message. You can also adjust the ringer volume for your phone.

Tip

You can customize your phone to have up to six distinctive ring tones. In addition, you can have a default ring tone.

Related Topics

User Options Web Page Actions, on page 83
Line Settings on Web, on page 94

Change Ringtone Per Line

Procedure

Step 1 Choose > **User Preferences** > **Rings**.

Step 2 Choose a phone line or the default ring setting.

Step 3 Choose a ringtone to play a sample of it.

Step 4 Press **Select** and **Save** to set the ringtone, or press **Cancel**.

Adjust Phone Ringer Volume Level

Check with your system administrator to see if a minimum ringer volume setting was configured.

Procedure

Press while the handset is in the cradle and the headset and speakerphone buttons are off. The new ringer volume is saved automatically.

Change Ring Pattern (Flash-Only, Ring Once, Beep-Only)

Before you can access this setting, your system administrator might need to enable it for you.

Procedure

Step 1 Log in to your User Options web pages.
Step 2 Access your call ring pattern settings.

Change Audible Voice-Message Indicator

Procedure

Step 1 Log in to your User Options web pages.
Step 2 Access your message indicator settings.

Change How Voice Message Light on Handset Works

Procedure

Step 1 Log in to your User Options web pages.
Step 2 Choose **Change the Message Waiting Lamp policy**.
Step 3 Access your message indicator settings. Typically, the default system policy is to indicate a new voice message by displaying a steady light on the handset light strip.

Phone Screen Customization

You can adjust the characteristics of your phone screen.

Related Topics

User Options Web Page Actions, on page 83
User Settings on Web, on page 92

Change Phone Screen Contrast

Procedure

Step 1 Choose > **User Preferences** > **Contrast**.

Step 2 To make adjustments, press **Up**, **Down** or .

Step 3 Press **Save**, or press **Cancel**.

Note If you accidentally save a very light or very dark contrast and cannot see the phone screen display, see Troubleshooting, on page 103.

Change Background Image

Procedure

Step 1 Choose > **User Preferences** > **Background Images**.

Step 2 Scroll through available images and press **Select** to choose an image.

Step 3 Press **Preview** to see a larger view of the background image.

Step 4 Press **Exit** to return to the selection menu.

Step 5 Press **Save** to accept the image or press **Cancel**.

Change Phone Screen Language

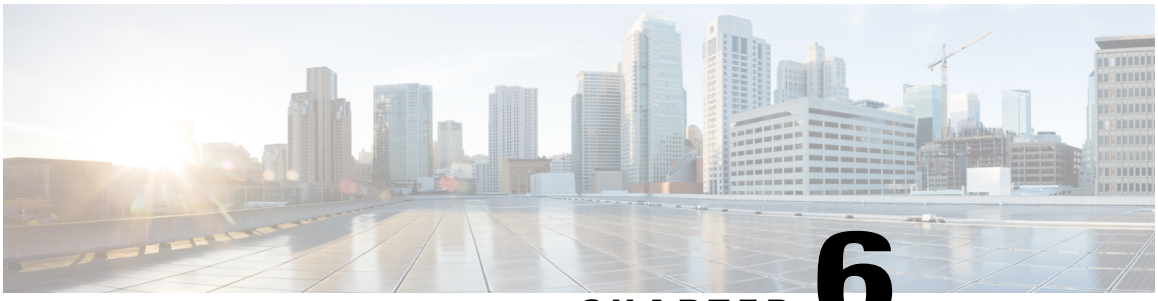
Procedure

Step 1 Log in to your User Options web pages.
Step 2 Access your user settings.
Step 3 Select a language.

Change Line Text Label

Procedure

Step 1 Log in to your User Options web pages.
Step 2 Access your line text label settings.



CHAPTER 6

Call Logs and Directories

- Call Logs and Directories Overview, page 69
- Call Logs, page 69
- Directory Features, page 74

Call Logs and Directories Overview

This section describes how you can use call logs and directories. To access both features, use the Directories button .

Call Logs

Your phone maintains call logs that contain records of your missed, placed, and received calls.

Your system administrator determines if missed calls are logged on your phone in the missed calls directory for a given line appearance on your phone.

Tips

- (SCCP and SIP phones) Your phone may be set up for international call logging, which is indicated by a plus (+) symbol on the call logs, redial, or call directory entries. Contact your system administrator for more information.
- (SCCP phones only) To view the complete call record of a multiparty call (for example, of a call that has been forwarded or transferred to you), highlight the call record and press **Details**. The Details record shows two entries with the name and number for each missed or received multiparty call:
  - First entry—Last completed multiparty call
  - Second entry—First completed multiparty call
- To see if the line in the call log is busy before placing a call to that line, look for Busy Lamp Field indicators.

View Call Logs

Procedure

Step 1 Press .

Step 2 Choose one of the following entries:

- **Missed Call**
- **Placed Calls**
- **Received Calls**

Each log stores up to 100 records.

Display Single Call Record Details

Procedure

Step 1 Press .

Step 2 Choose one of the following entries:

- **Missed Calls**
- **Placed Calls**
- **Received Calls**

Step 3 Highlight a call record.

Step 4 Press **Details** to display information such as called number, calling number, time of day, and call duration for placed and received calls only.

Erase All Call Records in All Logs

Procedure

Step 1 Press .

Step 2 Press **Clear**.

Erase All Call Records in Single Log

Procedure

Step 1 Press .

Step 2 Choose one of the following entries:

- **Missed Calls**
- **Placed Calls**
- **Received Calls**

Step 3 Highlight a call record.

Step 4 Press **Clear**. You may need to press the **more** softkey to display **Clear**.

Erase Single Call Record

Procedure

Step 1 Press .

Step 2 Choose one of the following entries:

- **Missed Call**
- **Placed Calls**
- **Received Calls**

Step 3 Highlight a call record.

Step 4 Press **Delete**.

Dial from Call Log (While Not on Another Call)

Procedure

Step 1 Press .

Step 2 Choose one of the following entries:

- **Missed Call**
- **Placed Calls**
- **Received Calls**

Step 3 Highlight a call record.

Note If the Details softkey appears, the call is the primary entry of a multiparty call.

Step 4 To edit the displayed number, press **EditDial** followed by << or >>.

Step 5 To delete the number, press **EditDial** followed by **Delete**. You may need to press the **more** softkey to display **Delete**.

Step 6 Go off-hook to place the call.

Dial from Call Log (While Connected to Another Call)

Procedure

Step 1 Press .

Step 2 Choose one of the following entries:

- **Missed Call**
- **Placed Calls**
- **Received Calls**

Step 3 Highlight a call record.

Note If the **Details** softkey appears, the call is the primary entry of a multiparty call.

Step 4 To edit the displayed number, press **EditDial** followed by << or >>.

Step 5 To delete the number, press **EditDial** followed by **Delete**. You may need to press the **more** softkey to display **Delete**.

Step 6 Press **Dial**.

Step 7 Choose a menu item to handle the original call:

- **Hold**: Puts the first call on hold and dials the second.
- **Transfer**: Transfers the first party to the second and drops you from the call. Press **Transfer** again after dialing to complete the action.
- **Conference**: Creates a conference call with all parties, including you. Press **Confrn** or **Conference** again after dialing to complete the action.
- **EndCall**: Disconnects the first call and dials the second call.

Place Call from URL Entry in Call Log

Supported only on SIP phones.

Procedure

Step 1 Press .

Step 2 Choose one of the following entries:

- **Missed Call**
- **Placed Calls**
- **Received Calls**

Step 3 Highlight the URL entry that you want to dial.

Step 4 If you need to edit the entry, press **EditDial**.
The @ icon appears to indicate that you can begin editing characters in the URL entry.

Step 5 Press **Dial**.

Redial International Call from Missed and Received Call Logs

Procedure

Step 1 Press .

Step 2 Choose one of the following entries:

- **Missed Call**
- **Received Calls**

Step 3 Highlight the call record that you want to redial.

Step 4 Press **EditDial**.

Step 5 Press and hold the star (*) key for at least 1 second to add a plus (+) sign as the first digit in the phone number. You can add the + sign only for the first digit of the number.

Step 6 Press **Dial**.

Directory Features

Depending on configuration, your phone can provide corporate and personal directory features:

- Corporate Directory: Corporate contacts that you can access on your phone. Your system administrator sets up and maintains your Corporate Directory.
- Personal Directory: If available, personal contacts and associated speed-dial codes that you can configure and access from your phone and Cisco Unified Communications Manager User Options web pages. The Personal Directory comprises the Personal Address Book (PAB) and Fast Dials:
  - PAB is a directory of your personal contacts.
  - Fast Dial allows you to assign codes to PAB entries for quick dialing.

Corporate Directory

You can use a corporate directory to place calls to coworkers.

Tips

- Use the numbers on your keypad to enter characters on your phone screen. Use the **Navigation** button on your phone to move between input fields.
- To see if the phone line in the directory is busy, look for Busy Lamp Field (BLF) indicators.

Dial from Corporate Directory (While Not on Another Call)

Procedure

Step 1 Choose > **Corporate Directory** (exact name can vary).

Step 2 Use your keypad to enter a full or partial name and press **Search**.

Step 3 To dial, select the listing, or scroll to the listing and lift the handset.

Dial from Corporate Directory (While on Another Call)

Procedure

Step 1 Choose > **Corporate Directory** (exact name can vary).

Step 2 Use your keypad to enter a full or partial name and press **Search**.

Step 3 Scroll to a listing and press **Dial**.

Step 4 Choose a menu item to handle the original call:

- **Hold**: Puts the first call on hold and dials the second.
- **Transfer**: Transfers the first party to the second and drops you from the call. Press **Transfer** again after dialing to complete the action.
- **Conference**: Creates a conference call with all parties, including you. Press **Confrn** or **Conference** again after dialing to complete the action.
- **EndCall**: Disconnects the first call and dials the second.

Personal Directory

The Personal Directory feature set contains your Personal Address Book (PAB) and Fast Dials. This section describes how to set up and use Personal Directory on your phone. Alternately, see Personal Directory on Web, on page 85.

Tips

- Your system administrator provides you with the user ID and PIN that you need to log in to Personal Directory.
- Personal Directory automatically logs you out after a certain amount of time. This time limit can vary. Contact your system administrator for more information.
- Use the numbers on your keypad to enter characters on your phone screen. Use the **Navigation** button on your phone to move between input fields.
- Your phone may be set up for international call logging, which is indicated by a plus (+) symbol on the call logs, redial, or call directory entries. Contact your system administrator for more information.

Access Personal Directory (for PAB and Fast Dial Codes)

Procedure

Step 1 Choose > **Personal Directory** (exact name can vary).

Step 2 Enter your Cisco Unified Communications Manager user ID and PIN, and press **Submit**.

Search for PAB Entry

Procedure

Step 1 Access Personal Directory.

Step 2 choose **Personal Address Book**.

Step 3 Enter search criteria and press **Submit**.

Step 4 Move through the listings using **Previous** and **Next**.

Step 5 Highlight the PAB listing that you want and press **Select**.

Dial from PAB Entry

Procedure

Step 1 Search for a listing.

Step 2 Highlight the listing and press **Select**.

Step 3 Press **Dial**. You may need to press the **more** softkey to see **Dial**.

Step 4 Enter the participant's phone number.

Step 5 Highlight the number that you want to dial and press **OK**.

Step 6 Press **OK** again to dial the number.

Delete PAB Entry

Procedure

Step 1 Search for a listing.
Step 2 Highlight the listing and press **Select**.
Step 3 Press **Delete**.
Step 4 Choose **OK** to confirm the deletion.

Edit PAB Entry

Procedure

Step 1 Search for a listing.
Step 2 Highlight the listing and press **Edit** to modify a name or email address.
Step 3 If necessary, choose **Phones** to modify a phone number.
Step 4 Press **Update**.

Add New PAB Entry

Procedure

Step 1 Access Personal Directory.
Step 2 Choose **Personal Address Book**.
Step 3 Press **Submit** to access the Search page. You do not need to input search information first.
Step 4 Press **New**.
Step 5 Use your phone keypad to enter a name and email information.
Step 6 Choose **Phones** and use the keypad to enter phone numbers. Be sure to include any necessary access codes such as 9 or 1.
Step 7 Choose **Submit** to add the entry to the database.

Assign Fast Dial Code to PAB Entry

Procedure

Step 1 Search for a PAB entry.
Step 2 Highlight the listing and press **Select**.
Step 3 Press **Fast Dial**.
Step 4 Highlight the number that you want to dial and press **Select**.
Step 5 Highlight an unassigned Fast Dial code that you want to assign to the number and press **Select**.

Search for Fast Dial Codes

Procedure

Step 1 Choose > **Personal Directory** > **Personal Fast Dials**.
Step 2 Use **Previous** or **Next** to move through listings.
Step 3 Highlight the listing that you want and press **Select**.

Place Call Using Fast Dial Code

Procedure

Step 1 Search for a Fast Dial code.
Step 2 Highlight the listing you want and press **Select**.
Step 3 Press **Dial**.
Step 4 Choose **OK** to complete the action.

Delete Fast Dial Code

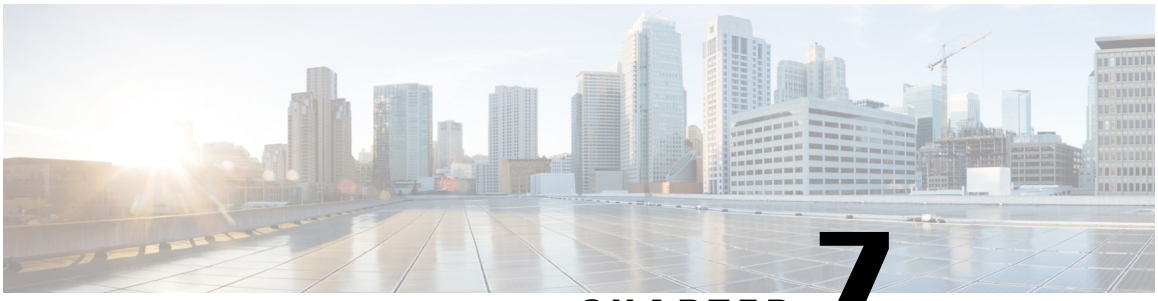
Procedure

Step 1 Search for a Fast Dial code.
Step 2 Highlight the listing you want and press **Select**.
Step 3 Press **Remove**.

Log Out of Personal Directory

Procedure

Step 1 Choose > **Personal Directory** (exact name can vary).
Step 2 Choose **Logout**.



CHAPTER 7

Voice Messages

- Voice Messages Overview, page 81
- Voice Message Identification, page 81
- Set Up and Personalize Voice-Message Service, page 82
- Listen to Voice Messages or Access Voice Messages Menu, page 82

Voice Messages Overview

To access voice messages, press the Messages button.

Your company determines the voicemail service that your phone uses. For the most accurate and detailed information about your service, contact your system administrator.

For information about the commands that your voicemail service supports, see the voicemail service user documentation.

Voice Message Identification

When you have a voice message, look for:

- A steady red light on your handset. (This indicator can vary. See Ring and Message Indicator Customization, on page 65.)
- A flashing message-waiting icon and text message on your phone screen.

  The red light and message-waiting icon display only when you have a message on your primary line, even if you receive voice messages on other lines.

When you have a voice message, listen for:

- A stutter tone from your handset, headset, or speakerphone when you place a call.

  The stutter tone is line-specific. You hear it only when using the line with the waiting message.

To send a call to a voice message system, press **iDivert**. For more information, see Call Transfer To Voice Message System, on page 33.

Set Up and Personalize Voice-Message Service

Procedure

Step 1 Press and follow the voice instructions.

Step 2 If a menu appears on your screen, choose an appropriate menu item.

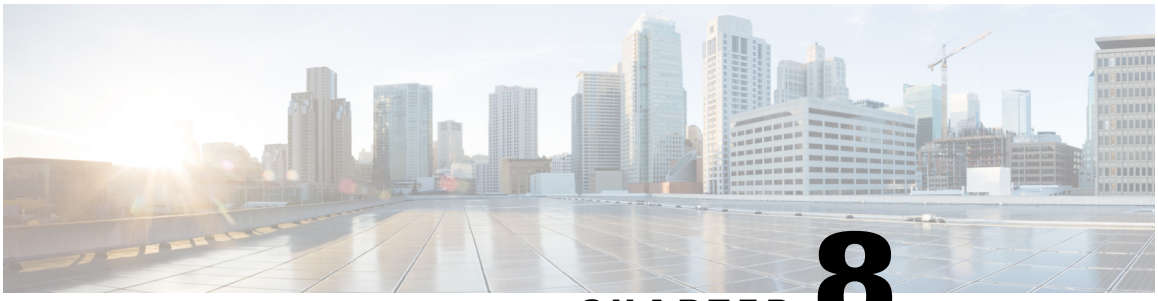
Listen to Voice Messages or Access Voice Messages Menu

Procedure

Step 1 Press and follow the voice instructions.

Step 2 If a menu appears on your screen, choose an appropriate menu item.
If you are connecting to a voice message service, the line that has a voice message is selected by default. If more than one line has a voice message, the first available line is selected.

To connect each time to the voice message service on the primary line, contact your system administrator for the options.



CHAPTER 8

User Options Web Pages

- User Options Web Pages Overview, page 83
- User Options Web Page Actions, page 83
- Feature and Service Setup on Web, page 84

User Options Web Pages Overview

Your Cisco Unified IP Phone is a network device that can share information with other network devices in your company, including your personal computer. You can use your computer to log in to your Cisco Unified Communications Manager User Options web pages, where you can control features, settings, and services for your Cisco Unified IP Phone. For example, you can set up speed-dial buttons from your User Options web pages.

User Options Web Page Actions

This section describes how to log in and select a phone device.

Sign In and Out of User Options Web Pages

Before you can access any of your user options, such as Speed Dial or Personal Address Book, you must sign in. When you are finished using the User Options web pages, you must sign out.

In some cases, you can access your User Option web pages without having to sign in. For more information, contact your system administrator.

Procedure

Step 1 Obtain the User Options URL, user ID, and default password from your system administrator.

Step 2 Open a web browser on your computer and enter the URL.

Step 3 If prompted to accept security settings, select **Yes** or **Install Certificate**.

Step 4 Enter your user ID in the Username field.

Step 5 Enter your password in the Password field.

Step 6 Select **Login**.
The Cisco Unified CM User Options home page displays. From this page you can select **User Options** to select a device, access User Settings, Directory features, your Personal Address Book, and Fast Dials.

Step 7 To sign out of your User Options web pages, select **Logout**.

Select Device from User Options Web Page

Procedure

Step 1 On your User Options web page, select **User Options** > **Device**.
The Device Configuration window displays. Toolbar buttons located at the top of the Device Configuration window are specific to the selected device type.

Step 2 (Optional) If you have multiple devices assigned to you, select the appropriate device (phone model, Extension Mobility profile, or Remote Destination profile) from the Name drop-down menu.

Select Configuration Option after Logging In

Procedure

Step 1 After you have logged in to your User Options web pages, choose **User Options** to access User Settings, Directory, Personal Address Book, Fast Dials, and Mobility Settings.

Step 2 To return to the Device Configuration page from another page, choose **User Options** > **Device**.

Feature and Service Setup on Web

The topics in this section describe how to configure features and services from your User Options web pages after logging in. See User Options Web Page Actions, on page 83.

Personal Directory on Web

The Personal Directory feature set that you can access on your computer consists of:

- Personal Address Book (PAB)
- Fast Dial
- Cisco Unified Communications Manager Address Book Synchronizer

You can also access PAB and Fast Dials from your phone. See Personal Directory, on page 75.

This section describes how to use your PAB from your User Options web pages.

Add New Personal Address Book Entry

Procedure

Step 1 Sign in to your User Options web page.
Step 2 Select **User Options** > **Personal Address Book**.
Step 3 Select **Add New**.
Step 4 Enter information for the entry.
Step 5 Select **Save**.

Assign Button for Personal Address Book

Procedure

Step 1 Sign in to your User Options web page.
Step 2 Select **User Options** > **Device**.
Step 3 Select a phone from the Name drop-down menu.
Step 4 Select **Service URL**.
Your system administrator sets up your phone to display services. For more information, contact your system administrator.
Step 5 Select the **Personal Address Book** service from the Button drop-down list box.
Step 6 Enter a phone label for the button.
Step 7 Select **Save**.
Step 8 Select **Reset** and then select **Restart** to refresh the phone configuration.
You can now press the button to access PAB codes.

Edit Personal Address Book Entry

Procedure

Step 1 Sign in to your User Options web page.
Step 2 Search for a PAB entry.
Step 3 Select a nickname.
Step 4 Edit the entry as needed and select **Save**.

Delete Personal Address Book Entry

Procedure

Step 1 Sign in to your User Options web page.
Step 2 Search for a PAB entry.
Step 3 Select one or more entries.
Step 4 Select **Delete Selected**.

Fast Dials on Web

This section describes how to assign Fast Dials from your User Options web pages.

Tips

- You can create up to 500 Fast Dial and PAB entries.
- You can create a new Fast Dial entry without using a PAB entry. These Fast Dial entries are labeled "raw" in the User Options web pages and do not display a configurable text label.

Related Topics

Personal Directory on Web, on page 85

Assign Fast-Dial Code to Personal Directory Entry

Procedure

Step 1 Sign in to Personal Directory. (Use the navigation bar and button to scroll and select.)
Step 2 Enter the name information and press the **Submit** softkey.
Step 3 Select the name, then press the **FastDial** softkey.
Step 4 Select a number and press the **Select** softkey.
Step 5 Press the **Next** softkey.
Step 6 Press the **Assign** softkey for a new fast-dial code that you want to assign to the number.

Assign Fast Dial Code to Phone Number

Procedure

Step 1 Sign in to your User Options web page.
Step 2 Select **User Options** > **Fast Dials**.
Step 3 Select **Add New**.
Step 4 Change the Fast Dial code, if desired.
Step 5 Enter a phone number.
Step 6 Select **Save**.

Assign Line Button for Fast Dial

Note Before you can assign a line button for Fast Dial, your system administrator must configure the phone to display services. Contact your system administrator for more information.

Procedure

Step 1 Choose **User Options** > **Device**.
Step 2 Click **Service URL**.
Step 3 Choose the **Fast Dial** service from the Button drop-down list box.
Step 4 Enter a phone label for the button.
Step 5 Click **Save**.
Step 6 Click **Reset** and then click **Restart** to refresh the phone configuration.

You can now press the line button to access Fast Dial codes.

Search for Fast Dial Entry

Procedure

Step 1 Sign in to your User Options web page.
Step 2 Select **User Options** > **Fast Dials**.
Step 3 Specify search information and select **Find**.

Edit Fast-Dial Phone Number

Procedure

Step 1 Sign in to your User Options web page.
Step 2 Select **User Options** > **Fast Dials**.
Step 3 Search for the Fast Dial entry that you want to edit.
Step 4 Select a component of the entry.
Step 5 Change the phone number.
Step 6 Select **Save**.

Delete Fast Dial Personal Address Book Entry

Procedure

Step 1 Sign in to your User Options web page.
Step 2 Search for a Fast dial entry.
Step 3 Select one or more entries.
Step 4 Select **Delete Selected**.

Address Book Synchronization Tool

You can use the Address Book Synchronization Tool (TABSynch) to synchronize your existing Microsoft Windows Address Book (if applicable) with your PAB. After synchronization, entries from your Microsoft Windows Address Book are accessible on your Cisco Unified IP Phone and User Options web pages. Your system administrator gives you access to TABSynch and provide detailed instructions.

Speed Dial Setup on Web

Depending on configuration, your phone can support several speed-dial features:

- Speed-dial buttons
- Abbreviated Dialing
- Fast Dials

Related Topics

Fast Dials on Web, on page 86
Speed Dial, on page 42
Personal Directory, on page 75

Set Up Speed-Dial Codes

Procedure

Step 1 On your User Options web page, select **User Options** > **Device**.
Step 2 Select a phone from the Name drop-down menu.
Step 3 Select **Speed Dials**.
Step 4 In the Abbreviated Dial Settings area, enter a number and label for a speed-dial code.
Step 5 Select **Save**.

Set Up Abbreviated Dialing Codes

Procedure

Step 1 Choose **User Options** > **Device**.

Step 2 Choose a phone from the Name drop-down menu.

Step 3 Click **Speed Dials**.

Step 4 Enter a number and label for an Abbreviated Dialing code.

Step 5 Click **Save**.

Phone Service Setup on Web

Phone services can include special phone features, network data, and web-based information (such as stock quotes and movie listings). You must first subscribe to a phone service before accessing it on your phones.

After you log in, you access services on your phone by using one of these buttons:

- Programmable phone button:
  - **(** **)** > **Services**
    - Feature buttons:
  - Messages
  - Services
  - Directories

The services available for your phone depend on the phone system configuration and the services you subscribed to. See your phone system administrator for more information.

If only one service is configured, the service opens by default.

If more than one service is configured, select an option from the menu on the screen.

Subscribe to Service

Procedure

Step 1 On your User Options web page, select **User Options** > **Device**.
Step 2 Select a phone from the Name drop-down menu.
Step 3 Select **Phone Services**.
Step 4 Select **Add New**.
Step 5 Select a service from the drop-down list and select **Next**.
Step 6 (Optional) Change the service label or enter additional service information, if available.
Step 7 Select **Save**.

Search for Services

Procedure

Step 1 On your User Options web page, select a device.
Step 2 Select **Phone Services**.
Step 3 Select **Find**.

Change or End Services

Procedure

Step 1 On your User Options web page, search for services.
Step 2 Select one or more entries.
Step 3 Select **Delete Selected**.

Change Service Name

Procedure

Step 1 On your User Options web page, search for services.

Step 2 Select a service name.

Step 3 Change the information and select **Save**.

Add Service to Programmable Feature Button

Procedure

Step 1 On your User Options web page, select **User Options** > **Device**.

Step 2 Select a phone from the Name drop-down menu.

Step 3 Select **Service URL**.
Your system administrator sets up a service URL button for your phone.

Step 4 Select a service from the Button Service drop-down list .

Step 5 (Optional) If you want to rename the service, edit the label fields.
If your phone does not support double-byte character sets, it uses ASCII Label fields.

Step 6 Select **Save**.

Step 7 Select **Reset** to reset your phone to see the new button label on your phone.

User Settings on Web

User settings include your password, PIN, and language (locale) settings.

Your PIN and password allow you to access different features and services. For example, use your PIN to log in to Cisco Extension Mobility or Personal Directory on your phone. Use your password to log in to your User Options web pages and Cisco WebDialer on your personal computer. For more information, see your system administrator.

Change Browser Password

Procedure

Step 1 Sign in to your User Options web pages.
Step 2 Select **User Options** > **User Settings**.
Step 3 Enter your Current Password.
Step 4 Enter your New Password.
Step 5 Reenter your new password in the Confirm Password field.
Step 6 Select **Save**.

Change PIN

Procedure

Step 1 Sign in to your User Options web pages.
Step 2 Select **User Options** > **User Settings**.
Step 3 Enter your Current PIN.
Step 4 Enter your New PIN.
Step 5 Reenter your new PIN in the Confirm PIN field.
Step 6 Select **Save**.

Change User Options Web Page Language Setting

Note You must configure your browser's Language preference to your preferred language before the User Options web page displays properly. For more information, see *CallManager 5.x/6.x/7.x: Roles and Permissions* on Cisco.com

Procedure

Step 1 Sign in to your User Options web page.
Step 2 Select **User Options** > **User Settings**.
Step 3 In the User Locale area, select an item from the Locale drop-down list.
Step 4 Select **Save**.

Change Phone Display Language

Procedure

Step 1 Sign in to your User Options web page.
Step 2 Select **User Options** > **Device**.
Step 3 Select an item from the User Locale drop-down list.
Step 4 Select **Save**.

Line Settings on Web

Line settings affect a specific phone line (directory number) on your phone. Line settings can include call-forwarding, voice message indicators, ring patterns, and line labels.

You can set up other line settings directly on your phone:

- Set up call forwarding for your primary phone line—see Call Forward, on page 34.
- Change rings, display, and other phone-model specific settings—see Phone Customization, on page 65.

Set Up Call Forward Per Line

Procedure

Step 1 On your User Options web page, select **User Options** > **Device**.
Step 2 Select a phone from the Name drop-down menu.
Step 3 Select **Line Settings**.
Step 4 If you have more than one directory number (line) assigned to your phone, select a line from the Line drop-down menu.
Step 5 In the Incoming Call Forwarding area, select call forwarding settings for various conditions.
Step 6 Select **Save**.

Change Voice Message Indicator Setting Per Line

Procedure

Step 1 On your User Options web page, select **User Options** > **Device**.

Step 2 Select a phone from the Name drop-down menu.

Step 3 Select **Line Settings**.

Step 4 (Optional) If you have more than one directory number (line) assigned to your phone, select a line from the Line drop-down menu.

Step 5 In the Message Waiting Lamp area, choose from various settings.
Typically, the default message waiting setting prompts your phone to display a steady red light from the handset light strip to indicate a new voice message.

Step 6 Select **Save**.

Change Audible Voice Message Indicator Setting Per Line

Procedure

Step 1 On your User Options web page, select **User Options** > **Device**.

Step 2 Select a phone from the Name drop-down menu.

Step 3 Select **Line Settings**.

Step 4 If you have more than one directory number (line) assigned to your phone, select a line from the Line drop-down menu.

Step 5 In the Audible Message Waiting Lamp area, choose the desired setting.

Step 6 Select **Save**.

Edit Line Text Label for Phone Display

Procedure

Step 1 On your User Options web page, select **User Options** > **Device**.

Step 2 Select a phone from the Name drop-down menu.

Step 3 Select **Line Settings**.

Step 4 If you have more than one directory number (line) assigned to your phone, select a line from the Line drop-down menu.

Step 5 In the Line Text Label area, enter a text label.

Step 6 Select **Save**.

Phone and Access List setup for Mobile Connect

When using Cisco Mobile Connect, you must add your mobile and other phones that you want to use to place and receive calls using the same directory numbers as your desk phone. These phones are called remote destinations. You can also define access lists to restrict or allow calls from certain numbers to be sent to your mobile phone.

Create Access List

Procedure

Step 1 Sign in to your User Options web page.

Step 2 Select **User Options** > **Mobility Settings** > **Access Lists**.

Step 3 Select **Add New**.

Step 4 Enter a name to identify the access list and a description (optional).

Step 5 Select whether the access list will allow or block specified calls.

Step 6 Select **Save**.

Step 7 Select **Add Member** to add phone numbers or filters to the list.

Step 8 Select an option from the Filter Mask drop-down list box. You can filter a directory number, calls with restricted caller ID (Not Available), or calls with anonymous caller ID (Private).

Step 9 If you select a directory number from the Filter Mask drop-down list box, enter a phone number or filter in the DN Mask field.
You can use the following wild cards to define a filter:

- X (upper or lower case): Matches a single digit. For example, 408555123X matches any number between 4085551230 and 4085551239.
- !: Matches any number of digits. For example, 408! matches any number starts with 408.
- #: Used as a single digit for exact match.

Step 10 To add this member to the access list, select **Save**.

Step 11 To save the access list, select **Save**.

Set Up, View, or Change WebDialer Preferences

Procedure

Step 1 Access the Make Call page.
The Make Call page appears the first time that you use WebDialer (after you click the number that you want to dial).

Step 2 (Optional) Make changes to your settings.
The Make Call page contains the following options:

a) Preferred language—Determines the language used for WebDialer settings and prompts.

b) Use preferred device—Identifies the Cisco Unified IP Phone (calling device) and directory number (calling line) that you will use to place WebDialer calls:

- If you have one phone with a single line, the appropriate phone and line are selected automatically, or you can choose a phone and/or line
- If you have more than one phone, it will be specified by device type and MAC address

Note To display the host name on the phone, choose > **Network Configuration** > **Host Name**.

Note If you have an Extension Mobility profile, you can select your Extension Mobility logged-in device from the calling device menu.

c) Do not display call confirmation—If selected, prompts WebDialer to suppress the Make Call page. This page appears by default after you click a phone number in a WebDialer-enabled online directory.

Add New Remote Destination

Procedure

Step 1 Sign in to your User Options web page.

Step 2 Select **User Options** > **Mobility Settings** > **Remote Destinations**.

Step 3 Select **Add New**.

Step 4 Enter the following information:

- Name: Enter a name for the mobile (or other) phone.
- Destination Number: Enter your mobile phone number.

Step 5 Select your remote destination profile from the drop-down list box. Your remote destination profile contains the settings that apply to remote destinations that you create.

Step 6 Select the **Mobile Phone** check box to allow your remote destination to accept a call sent from your desk phone.

Step 7 Select the **Enable Mobile Connect** check box to allow your remote destination to ring simultaneously with your desk phone.

Step 8 Select one of the following options in the Ring Schedule area (the ring schedule drop-down list boxes include only the access lists that you have created):

- All the tim: Select this option if you do not want to impose day and time restrictions on ringing the remote destination.
- As specified below: Select this option and select from the following items to set up a ring schedule based on day and time:
  1. Select a check box for each day of the week you want to allow calls to ring the remote destination.
  2. For each day, select All Day or select the beginning and ending times from the drop-down lists.
  3. Select the time zone from the drop-down list box.

Step 9 Select one of these ringing options:

- Always ring this destination.
- Ring this destination only if the caller is in the allowed access list that you select.
- Do not ring this destination if the caller is in the blocked access list that you select.

Step 10 Select **Save**.

Cisco WebDialer

Cisco WebDialer allows you to place calls on your Cisco Unified IP Phone to directory contacts by clicking on items in a web browser. Your system administrator configures this feature for you.

Use WebDialer with User Options Directory

Procedure

Step 1 Log in to your User Options web pages.

Step 2 Choose **User Options** > **Directory** and search for a coworker.

Step 3 Click the number that you want to dial.

Step 4 If this is your first time using WebDialer, set up preferences on the Make Call page.

Step 5 Click **Dial**.
The call is now placed on your phone.

Step 6 To end a call, click **Hangup** or hang up from your phone.

Use WebDialer with Another Online Corporate Directory (Not User Options Directory)

Procedure

Step 1 Log in to a WebDialer-enabled corporate directory and search for coworkers.

Step 2 Click the number that you want to dial.

Step 3 When prompted, enter your user ID and password.

Step 4 If this is your first time using WebDialer, set up preferences on the Make Call page.

Step 5 Click **Dial**.
The call is now placed on your phone.

Step 6 To end a call, click **Hangup** or hang up from your phone.

Log Out of WebDialer

Procedure

Click the **Logout** icon in the Make Call or Hang Up page.

Set Up, View, or Change WebDialer Preferences

Procedure

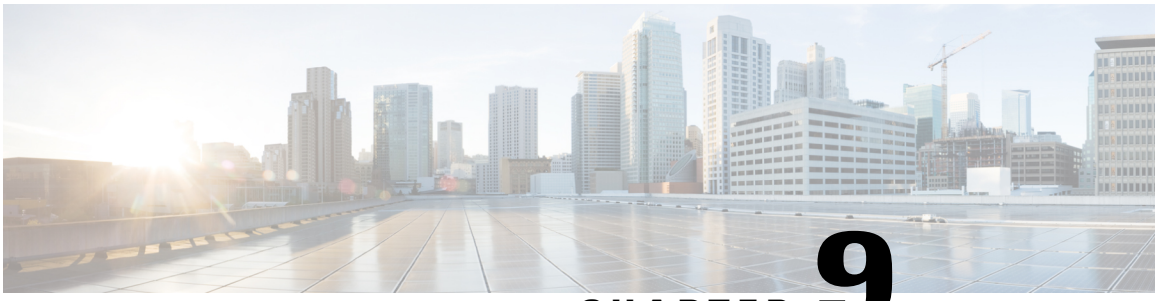
Step 1 Access the Make Call page.
The Make Call page appears the first time that you use WebDialer (after you click the number that you want to dial).

Step 2 (Optional) Make changes to your settings.
The Make Call page contains the following options:

- Preferred language: Determines the language used for WebDialer settings and prompts.
- Use preferred device: Identifies the Cisco Unified IP Phone (Calling device) and directory number (Calling device or line) that you use to place WebDialer calls. If you have one phone with a single line, the appropriate phone and line are automatically selected. Otherwise, choose a phone or line. If you have more than one phone, it will be specified by device type and MAC address. To display the MAC address on your phone, choose > **Settings** > **Network Configuration** > **MAC address**.

  Note If you have an Extension Mobility profile, you can select your Extension Mobility logged-in device from the Calling device menu.

- Do not display call confirmation: If selected, prompts WebDialer to suppress the Make Call page. This page appears by default after you click a phone number in a WebDialer-enabled online directory.
- Disable Auto Close: If selected, the call window does not close automatically after 15 seconds.



CHAPTER 9

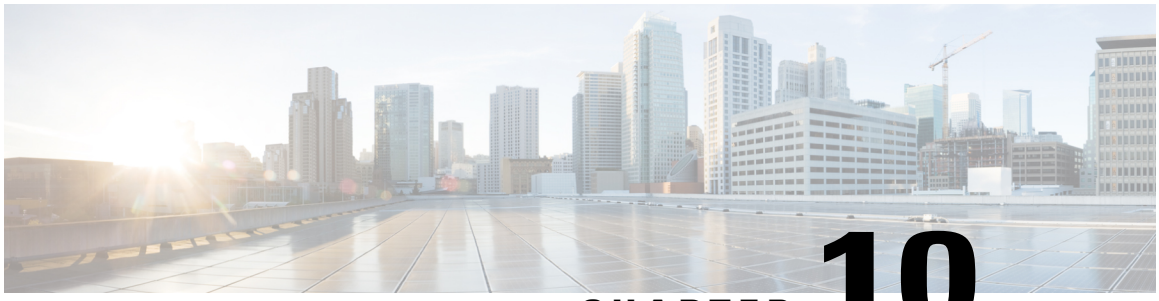
Additional Options

Your system administrator can configure your phone to use specific button and softkey templates along with special services and features, if appropriate. The following table provides an overview of some configuration options that you may want to discuss with your phone system administrator based on your calling needs or work environment.

You can locate phone guides and other documents listed in this table on the web: http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html

If you...	Then...	For more information...
Need to handle more calls on your phone line	Contact your system administrator to configure your line to support more calls.	Contact your system administrator or phone support team.
Need more than one phone line	Contact your system administrator to configure one or more additional directory numbers for you.	Contact your system administrator or phone support team.
Need more speed-dial buttons	First make sure that you are using all of your currently available speed-dial buttons. If you need additional speed-dial buttons, try using Abbreviated Dialing or subscribing to the Fast Dial service. Another option is to attach a Cisco Unified IP Phone Expansion Module to your phone. **Note** Cisco Unified IP Phones 7942G, 7941G, and 7941G-GE do not support the Cisco Unified IP Phone Expansion Module.	See: • Speed Dial, on page 42 • *Cisco Unified IP Phone Expansion Module 7914 Phone Guide* • *Cisco Unified IP Phone Expansion Module 7915 Phone Guide* • *Cisco Unified IP Phone Expansion Module 7916 Phone Guide*
Work with (or work as) an administrative assistant	Consider using: • Cisco Unified Communications Manager Assistant • A shared line	See: • Shared Lines, on page 47 • *Cisco Unified Communications Manager Assistant User Guide*

If you...	Then...	For more information...
Want to use one extension for several phones	Request a shared line. This allows you to use one extension for your desk phone and lab phone, for example.	See Shared Lines, on page 47.
Share phones or office space with coworkers	Consider using: • Call Park to store and retrieve calls without using the transfer feature. • Call Pickup to answer calls ringing on another phone. • A shared line to view or join coworkers' calls. • Cisco Extension Mobility to apply your phone number and user profile to a shared Cisco Unified IP Phone.	Contact your system administrator about these features and see: • Advanced Call Handling, on page 42 • Shared Lines, on page 47 • Cisco Extension Mobility, on page 54
Answer calls frequently or handle calls on someone's behalf	Contact your system administrator to set up the Auto Answer feature for your phone.	See AutoAnswer with Headset or Speakerphone, on page 63.
Need to make video calls (SCCP phones only)	Consider using Cisco Unified Video Advantage, which enables you to make video calls using your Cisco Unified IP Phone, your personal computer, and an external video camera.	Contact your system administrator for additional assistance and see the *Cisco Unified Video Advantage Quick Start Guide and User Guide*.
Determine the state of a phone line associated with a speed-dial button, call log, or directory listing on your phone	Contact your system administrator to set up the Busy Lamp Field (BLF) feature for your phone.	See Busy Lamp Field Features, on page 49.
Want to temporarily apply your phone number and settings to a shared Cisco Unified IP Phone	Contact your system administrator about the Cisco Extension Mobility Service.	See Cisco Extension Mobility, on page 54.



CHAPTER 10

Troubleshooting

- Problems, page 103
- Phone Troubleshooting Data, page 107
- Quality Reporting Tool, page 108

Problems

This section provides information to help you troubleshoot general problems with your phone. For more information, see your system administrator.

No Dial Tone or Cannot Complete Call

Problem

You cannot hear a dial tone or complete a call.

Cause

One or more of the following factors might apply:

- You are not connected to Extension Mobility service.
- The system requires a Client Matter Code (CMC) or Forced Authorization Code (FAC) after dialing a number. (SCCP phones only.)
- Your phone has time-of-day restrictions that prevent you from using some features during certain hours of the day.

Solution

Try the following:

- Log into the Extension Mobility service.
- Enter a CMC or FAC after dialing a number. (SCCP phones only.)

- Change the time-of-day restrictions that prevent you from using some features during certain hours of the day. For more information, contact your system administrator.

Missing Softkey

Problem

The softkey that you want to use does not appear.

Cause

One or more of the following factors might apply:

- There are additional softkeys to display.
- The state of the line determines the phone softkeys.
- Your phone is not configured to support the feature associated with that softkey.

Solution

Use one of these options:

- Press **More** to reveal additional softkeys.
- Change the line state (for example, go off-hook or have a connected call).
- Contact your system administrator to request access to the feature.

Cannot Barge Call and Hear Fast Busy

Problem

Barge fails and results in a fast busy tone.

Cause

You cannot barge an encrypted call if the phone you are using is not configured for encryption. When your barge attempt fails for this reason, your phone plays a fast busy tone.

Call Disconnects After Barge

Problem

You are disconnected from a call that you joined using Barge.

Cause

You are disconnected from a call that you joined using Barge if the call is put on hold, transferred, or turned into a conference call.

Solution

Barge into the call again.

Cannot Access Settings Menu

Problem

The Settings button is unresponsive.

Cause

Your system administrator may have disabled on your phone.

Solution

Contact your system administrator.

Cannot Use CallBack

Problem

CallBack fails.

Cause

The other party might have Call Forward enabled.

Call Forward All Error Message

Problem

The phone shows an error message when you attempt to set up Call Forward All.

Cause

Your phone may reject your attempt to set up Call Forward All directly on the phone if the target number that you enter would create a Call Forward All loop or would exceed the maximum number of links permitted in a Call Forward All chain (also known as a maximum hop count).

Solution

Contact your system administrator for details.

Security Error Message

Problem

Your phone displays `Security Error`.

Cause

Your phone firmware has identified an internal error.

Solution

If the message persists, contact your system administrator.

Unresponsive Phone

Problem

The phone screen appears blank and the Display button is not lit.

Cause

The phone is powered down (sleeping) to save energy.

Solution

The phone will power up (wake) when the system sends the wake up message. You cannot wake the phone before its scheduled power up time.

Phone Screen Is Too Light or Too Dark (Cisco Unified IP Phones 7961G, 7961G-GE, 7941G, and 7941G-GE)

Problem

The phone screen display appears too light or too dark to read

Cause

You changed the display settings and made the screen display too light or too dark.

Solution

1. Choose .
2. Press **1**, **3** on the keypad.
3. Press until you can see the phone screen display.
4. Press **Save**.

Phone Screen Is Too Light or Too Dark (Cisco Unified IP Phones 7962G and 7942G)

Problem

The phone screen display appears too light or too dark to read

Cause

You changed the display settings and made the screen display too light or too dark.

Solution

1. Choose .
2. Press **1**, **4** on the keypad.
3. Press until you can see the phone screen display.
4. Press **Save**.

Phone Troubleshooting Data

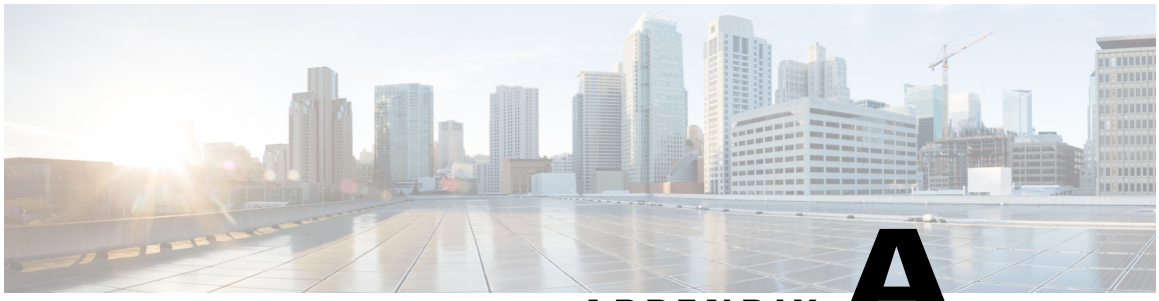
Your system administrator may ask you to access administration data on your phone for troubleshooting purposes.

If you are asked to...	Then...
Access network configuration data	Choose > **Network Configuration** and select the network configuration item that you want to view.
Access status data	Choose > **Status** and select the status item that you want to view.
Access phone model information	Choose > **Model Information**.
Access phone call and voice quality information	Choose > **Status** > **Call Statistics**.
Access VPN performance information related to the data transmitted and received	Choose > **Status** > **Network Statistics**.

Quality Reporting Tool

Your system administrator may configure your phone with the Quality Reporting Tool (QRT) to troubleshoot performance problems. You can press **QRT** or **Quality Reporting Tool** to submit information to your system administrator. Depending on configuration, use the QRT to:

- Immediately report an audio problem on a current call.
- Select a general problem from a list of categories and choose reason codes.



APPENDIX A

Warranty

- Cisco One-Year Limited Hardware Warranty Terms, page 109

Cisco One-Year Limited Hardware Warranty Terms

Special terms apply to your hardware warranty and services that you can use during the warranty period.

Your formal Warranty Statement, including the warranties and license agreements applicable to Cisco software, is available on Cisco.com at the following URL:

http://www.cisco.com/en/US/docs/general/warranty/English/1Y1DEN__.html

INDEX

A

Abbreviated Dialing 89
access list, create 96
Ad hoc conference 36
add 85, 92, 97
  PAB entry 85
  phone services to button 92
  remote destination for Mobile Connect 97
Address Book Synchronization Tool (TABSynch) 89
answering calls 25
assign 85, 87
  fast dial code 87
  fast dial code in Personal Directory 87
  fast-dial code 87
  PAB to feature a button 85
audible message indicator, See message indicators
audio 17
  quality of 17
audio problems 108
authenticated calls 51
Auto Dial 19
AutoAnswer 63

B

barge 48, 49
  and privacy 49
  using 48
BLF 6
BLF Pickup 6
browser password 93
  change 93
Busy Lamp Field (BLF) 49
button 41
buttons 2, 3
  Cisco Unified IP Phone 7941G 3
  Cisco Unified IP Phone 7941G-GE 3
  Cisco Unified IP Phone 7942G 3
  Cisco Unified IP Phone 7961G 2, 3
  Cisco Unified IP Phone 7961G-GE 2, 3
buttons *(continued)*
  Cisco Unified IP Phone 7962G 2, 3

C

cable lock 16
  connecting to phone 16
call 7, 30, 45, 69, 73
  activity area 7
  logs 69, 73
    dialing from a URL entry within a log 73
    using, dialing from, and erasing 69
  overview mode 30
  parking 45
call forward 34
  configuring on phone 34
call forwarding 94
  configuring from web page 94
call handling 19, 42
  advanced 42
  basic 19
call pickup 43
call waiting 25
CallBack 23
caller ID 7
calls 5, 6, 7, 19, 25, 27, 29, 32, 34, 36, 40, 43, 45, 48, 51, 53, 94, 108
  answering 25
  barging 48
  compared to lines 5
  conference features 36
  ending 27
  forwarding 34, 94
  holding and resuming 27
  icons 6
  intercom 40
  multiple parties 36
  muting 29
  parking 45
  placing 19
  prioritizing 53
  redirecting while ringing 43

calls *(continued)*
reporting problems with 108
secure 51
storing and retrieving 45
transferring 32
viewing 7
change 91, 92, 93, 94, 96
browser password 93
language 93, 94
phone display 94
user options web pages 93
locale 93, 94
phone display 94
user options web pages 93
phone line label 96
phone service name 92
phone services 91
Cisco Extension Mobility 54
Cisco Unified IP Phone xiv, 9, 13, 16, 83, 101, 103
connecting 13
documentation for xiv
feature configuration for 9, 101
registering 16
troubleshooting 103
web-based services for 83
Cisco Unified IP Phone 7941G 3
buttons 3
Cisco Unified IP Phone 7941G-GE 3
buttons 3
Cisco Unified IP Phone 7942G 3
buttons 3
Cisco Unified IP Phone 7961G 2, 3
buttons 2, 3
Cisco Unified IP Phone 7961G-GE 2, 3
buttons 2, 3
Cisco Unified IP Phone 7962G 2, 3
buttons 2, 3
Cisco Unified IP Phone Expansion Module 101
Cisco Unified IP Phones 1
overview 1
Cisco Unified Video Advantage 101
Cisco WebDialer 98
cleaning 8
Client Matter Code, See CMC
CMC 23, 103
conference 36
Ad hoc 36
Conference button 36
conference call 37
Join 37
conference calls 36, 39
Meet-Me 39
security and viewing and removing participants 39
types 36
corporate directory 22
dialing from web page 22
create 96
access list for Mobile Connect 96
phone line label 96

D

delete 86
PAB entry 86
Details softkey 72
viewing multiparty calls 72
DHCP 104
troubleshooting 104
dialing 19
options 19
directed call park 45
directory 3, 74, 98
button 3
corporate 74
personal 74
using from web page 98
diverting calls to voice-message system 33
DND 35
Do Not Disturb (DND) 35
documentation xiv
accessing xiv

E

edit 86, 88
fast dials 88
PAB entry 86
EM 54
encrypted calls 51
end 91
phone services 91
ending a call 27
options 27
EnergyWise 8, 11
and phone cleaning 8
description 11
Extension Mobility 54
external devices xv
caution xv
information xv

F

FAC 23, 103

Fast Dial 88
search 88
fast dial codes 87
assign to Personal Directory 87
Fast Dials 78, 86, 87, 88
assign a code 87
configuring from web page 78, 86
dialing with 78
edit 88
feature buttons 3
directories 3
help 3
messages 3
Services 3
Settings 3
feature menus and button 8
features 9, 101
availability of 101
available on your phone 9
footstand 3
button for 3
Forced Authorization Code, See FAC
forwarding calls 34
options 34

G

GPickUp 43
greeting 25
group call pickup 43

H

handset 3, 61
light strip 3
using 61
handset rest 15
hanging up 27
options 27
headset 17, 20, 25, 27, 61
answering calls 25
hanging up 27
performance, general 17
placing calls 20
using 61
Headset 3
button 3
help 9
using 9
help button 3
hold 27, 32
and transferring 32
using 27
hold reversion feature 27
reverting calls 27
hookswitch clip 14
removing 14
hunt groups 46
logging out 46

I

icons 6
for call states and lines 6
for lines 6
idle 6
installing 13
Cisco Unified IP Phone 13
intercom 6, 40
line idle, icon 6
one-way call, icon 6
two-way call, icon 6
intercom line 6, 41
international call logging 19, 69, 75

J

Join button 37
Join conference 37

K

keypad 3

L

language 93, 94
change for user options web pages 93
change phone display 94
language (locale) settings 92
line 95, 96
settings 95
voice message indicator 95
text label 96
change 96
create 96
lines 3, 5, 6, 7, 34, 47, 49, 65, 94
and call forward 34
and call forwarding 94

lines *(continued)*
buttons 3
description and number of supported calls 5
icons and call states 6
ring patterns for 94
ring tones for 65
shared 47
text label for 94
using BLF 49
viewing 7
voice message indicator setting for 94
locale 93, 94
change for user options web pages 93
change phone display 94
log in and out, See sign in and out
logging out of hunt groups 46

M

Malicious Call Identification 53
MCID 53
Meet-Me conferences 39
menus 8
using 8
message indicators 95
audible, change 95
voice, change 95
messages 66, 81
indicator for 66, 81
listening to 81
messages button 3
missed calls 70
records 70
MLPP 53
using 53
mobile connect 96
setting up access lists 96
Mobile Connect 96, 97
add remote destination 97
create access list 96
Multilevel Precedence and Preemption (MLPP) 53
multiparty calls 72
identifying in call logs 72
viewing details 72
viewing details of 72
mute 29
using 29
Mute button 3

N

Navigation button 3
network configuration data 103
locating 103

O

off-hook dialing 20
on-hook dialing 19
online help 9
using 9

P

PAB 85, 86
add 85
assign to a feature button 85
delete 86
edit 86
password 92
See also browser password
changing 92
See also browser password
Personal Address Book (PAB) 75
using on phone 75
Personal Directory (PD) 75, 85
using from web page 85
phone display 94, 96
change language 94
change line label 96
create line label 96
phone lines 3, 5, 7
buttons 3
description and number of supported calls 5
viewing 7
phone screen 7, 8, 67
adjusting contrast 67
changing language 67
cleaning 8
illustration and features 7
phone services 84, 91, 92
See also User Options web pages
add to button 92
change 91
change name 92
configuring 84
end 91
search for 91
subscribe to 91
See also User Options web pages

PIN 92
changing 92
place call 20
placed calls 70
records 70
placing calls 19
options 19
power outage xv
power saving 11, 103
description 11
Troubleshooting 103
pre-dialing (dialing on-hook) 19
prioritizing calls 53
privacy 49
using 49
programmable buttons 3, 7
description 3
labels 7

Q

QRT 108
using 108
Quality Reporting Tool 108

R

received calls 70
records 70
redialing 21
remote destination 57
See also user options
remote-in-use icon for shared lines 47
resume 27
using 27
ring patterns 94
changing 94
ring tones 65
changing 65
ringer 3
indicator 3

S

safety and performance xv
external devices xv
power outage xv
safety warnings xv
SCCP versus SIP protocol 10
search 88, 91
fast dials 88
phone services 91
secure calls 51
securing the phone with a cable lock 16
services 90
See also phone services
subscribing to 90
See also phone services
Services button 3
Session Handoff 29
set up 89
speed-dial codes 89
Settings button 3
shared lines 47, 48, 49
and remote-in-use icon 47
description 47
with barge 48
with privacy 49
sign in and out 83
user options 83
SIP versus SCCP protocol 10
softkey buttons 3, 7
description 3
labels 7
Speaker 3
button 3
speakerphone 20, 25, 27, 61
answering calls 25
hanging up 27
placing calls with 20
using 61
speed dial 7, 42, 89
configuring 89
labels 7, 89
using BLF with 42
Speed Dial 89
codes 89
set up 89
status data 103
locating 103
status line 7
viewing 7
subscribe to phone services 91
subscriptions 90
for phone services 90
suspicious calls 53
tracing 53
switching between multiple calls 29
switching calls 57

T

tabs 7
on phone screen 7
TabSynch 89
TABSynch 89
TAPS 16
Tool for Auto-Registered Phones Support (TAPS) 16
transferring 32
options 32
troubleshooting 103, 104
DHCP 104

U

URL dialing 73
from within a call log 73
user options 83, 85, 86, 87, 88, 93, 94, 96, 97
fast dials 87, 88
assign a code 87
edit 88
search 88
mobility 96, 97
add remote destination 97
create access list 96
PAB 85, 86
add entry 85
assign to a feature button 85
delete entry 86
edit entry 86
sign in and out 83
user settings 93, 94
change browser password 93
user options *(continued)*
user settings *(continued)*
change phone display language 94
change user options web pages language 93
User Options web pages 83, 84, 90
accessing 83
configuring features and services with 84
subscribing to phone services with 90
using on phone 75

V

voice message indicator 81, 94
changing setting for 94
voice message service 81
volume 61, 66
for handset, headset or speakerphone 61
for phone ringer 66
Volume button 3

W

warnings xv
safety xv
warranty information 109
web-based services 83
See also User Options web pages
configuring 83
See also User Options web pages
WebDialer 98
wideband 63
headset 63